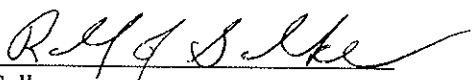

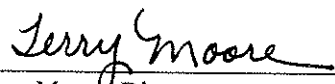

MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
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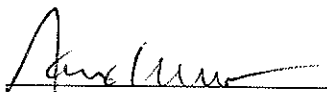
IS11-16.1 Kitchen Sanitation

Effective Date: February 27, 2006


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

I. **Purpose:** This procedure has been developed to assist institutional staff to ensure kitchen, dining, and food storage areas are kept clean and sanitary for the preparation and serving of meals.

A. **AUTHORITY:** 217.175, 217.320 RSMo, National Commission on Correctional Health Care Standards for Health Services in Prisons, 2003.

B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.

C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. **DEFINITION:**

None

III. **PROCEDURES:**

A. The food services sanitation program should be reviewed by the responsible physician or health services administrator to ensure compliance with National Compliance on Correctional Health Care Standards, and state health department requirements for food service handlers.

B. The facility's responsible physician and/or health services administrator should review inspections of the food services section and assist in problem-solving activities as requested.

C. The site medical director and health services administrator should encourage and support food service section inspections to ensure:

Effective Date: February 27, 2006

1. areas are free of rodents and insects,
2. floors, walls, and ceilings, as well as ducts, pipes, and equipment are in good repair and free from dirt, dust, dried food particles, etc,
3. traps and drains are free of standing water and debris,
4. temperature gauges on dishwashing equipment, freezers, and refrigerators show temperatures in accordance with public health requirements,
5. cooking and baking equipment, utensils, and food trays are washed, rinsed, and sanitized properly,
6. food (raw and prepared) is stored off the floor in closed containers, labeled with contents, dated, and
7. staff and offender worker bathrooms are in working order and have sinks, liquid soap, and single use paper/disposable hand washing supplies, and hand washing signs.

D. The health services administrator should report findings that might endanger the health of offenders or staff and make recommendations for corrective action in writing to the superintendent/designee.

1. A written memorandum should be sent to the superintendent/designee within 24 hours of the inspection.
2. A review of the findings should also be discussed during the monthly safety and or medical audit committee meeting.

IV. ATTACHMENTS

None

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-B-03 Kitchen Sanitation and Food Handlers – *important*.


VI. **HISTORY:** This procedure was originally covered by IS11-16 Kitchen Sanitation, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

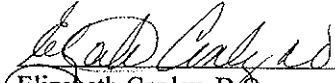
- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: February 27, 2006

**MISSOURI DEPARTMENT OF CORRECTIONS
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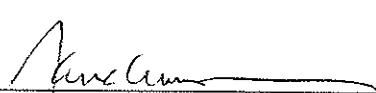
IS11-25 Orientation for Health Services
 Staff

Effective Date: **March 16, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

- I. Purpose:** This procedure has been developed to ensure health care staff receive initial orientation to the correctional environment, job expectations, job responsibilities, and organization of the health care unit.
- A. AUTHORITY:** 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.
- B. APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.
- C. SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.
- II. DEFINITION:**
- A. Basic Orientation:** Training provided on the first day of employment, includes information necessary for the health staff member (e.g., full-time, part-time, consultant, as needed nursing staff, etc) to function safely in the institution.
- B. In-depth Orientation:** Training that includes a full familiarization with the health services delivery system at the facility and focuses on the similarities, as well as, the differences between providing health care in the community and in a correctional setting.
- III. PROCEDURES:**
- A.** The health services administrator /designee should arrange for noncustody basic training of all full-time health care staff through the institutional training office.
1. This training should be completed within 90 days of hire.

Effective Date:

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2. The health services administrator should ensure all new employees regardless of status, i.e., full-time, part-time, as needed receive institutional noncustody orientation through the institutional training office as needed.
 3. All aspects of noncustody basic training should be completed within 90 days of hire.
 4. Completion of components of the training program shall be documented in the employee's personnel file in accordance with contractor employee training requirements.
- B. The health services administrator shall arrange department of corrections noncustody training through her/his respective institutional training officer.
- C. Health services orientation should be completed within 90 days and follow the orientation checklist.
1. The orientation program should address (but not be limited to);
 - a. security issues of the institution,
 - b. classification of offenders,
 - c. games offenders play,
 - d. health care systems,
 - e. infection control program,
 - f. quality improvement program,
 - g. safety issues,
 - h. suicide prevention/intervention,
 - i. staff relations,
 - j. transcribing medication orders, medication pass, pharmacy services, and
 - k. confidentiality of health information.

IV. ATTACHMENTS

None

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, Orientation for Health Staff – *important*.
- B. CMS Staff Orientation Manuals

VI. HISTORY: This procedure was originally covered by IS11-21 Orientation For Health Services Staff and IS11-.1 Orientation for Health Services Staff Procedure, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.


- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: **March 16, 2006**


**MISSOURI DEPARTMENT OF CORRECTIONS
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IS11-24

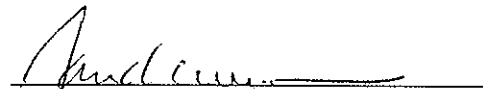
Staffing Levels

Effective Date: **March 16, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randlee Kaiser, Director
Division of Offender Rehabilitative
Services

I. Purpose: This procedure has been developed to ensure health service staffing is sufficient to meet the medical needs of the offenders.

A. AUTHORITY: 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.

B. APPLICABILITY: All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.

C. SCOPE: Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. DEFINITION:

A. Staffing Plan: A description that lays out the full-time equivalent (FTE) staff coverage required; lists current incumbents and vacancies, and addresses how full coverage will be accomplished if all positions are not filled (e.g., PRN, temporary, or part-time staff); a detailed listing on which classifications of staff are assigned to posts and positions for the health care services.

B. Post: A job defined by its location, coverage time, and duties that can be filled interchangeably by different staff (e.g., 7-3 Infirmary/TCU nurse). Continuous coverage usually distinguishes a post from a position; a post has tasks that cannot usually be deferred until the staff member is available.

C. Position: Is a job filled by a specific staff member (e.g., medical records secretary, physician, chief nurse).

Effective Date:

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- D. **Prescribing Provider:** A licensed individual, such as a physician, optometrist, dentist, nurse practitioner, or physician assistant, authorized to write prescriptions.

III. PROCEDURES:

- A. Staffing levels are dependent upon the size of the facility and the health service needs of the offender population.
- B. The health services administrator/designee should prepare schedules that reflect appropriate staffing levels.
- C. The health services administrator/designee should distribute on-call schedules for physicians.
- D. The health services administrator should assess new staffing levels for appropriateness at least semi-annually.
- E. There should be sufficient staff to ensure that there are no unreasonable delays in patient's receiving necessary health care.

IV. ATTACHMENTS

None.

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-07 Staffing Plan – *important*.
- B. IS11-23 Position Description.

VI. HISTORY:

This procedure was originally covered by IS11-20 Staffing Levels and IS11-20 Staffing Levels Procedure, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994


- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: **March 16, 2006**


MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL

IS11-23


Position Descriptions

Effective Date: **March 16, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

I. **Purpose:** This procedure has been developed to ensure all health care personnel are provided with clear, written descriptions of the duties specific to their assigned responsibilities and shifts.

A. **AUTHORITY:** 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.

B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.

C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. **DEFINITION:**

A. **Position:** Job filled by a specific staff member (e.g., medical records, secretary, physician, chief nurse, etc).

B. **Post:** A job defined by its location, time, and duties that can be filled interchangeable by different staff (e.g., 7-3 infirmary/transitional care unit nurse). Continuous coverage usually distinguishes a post from a position; a post has tasks that cannot usually be deferred.

III. PROCEDURES:

- A. Performance appraisal planning in accordance with D2-4.1 Employee Performance Planning and Appraisal System will be used for all staff that are employed by the department and managed by Correctional Medical Services.
- B. The health services administrator/designee should provide each employee with a job description at the time of being hired which outline the duties, qualifications, and other pertinent information for successful job performance.
- C. The employee should acknowledge her/his understanding of job duties by signature on a job description, which should be maintained in the employee's personnel file.
- D. The review of duties should also occur during each performance appraisal (annually).

The health services administrator/designee should develop post descriptions that outline specific tasks for each shift assignment.
 - 1. The post descriptions should be readily available for employee reference.
 - 2. A review of applicable post descriptions should be included in the employee's orientation.
- E. The health services administrator should review and revise the job description and post assignments annually or when a job or post requirements change.
- F. If a job description is revised, the employee should sign a new job description.
- G. Obsolete job descriptions should be maintained in a separate file with a notation of the date of revision.

IV. ATTACHMENTS

None

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-07 Staffing Plan – *important*, P-C-08 Health Care Liaison – *important*.
- B. D2-4.1 Employee Performance Planning and Appraisal System

VI. HISTORY: This procedure was originally covered by IS11-19 Job Descriptions and IS11-19.1 Job Descriptions Procedure, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: **March 16, 2006**

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE:	REGIONAL MEDICAL DIRECTOR
---------------	----------------------------------

PAGE 1 OF 2

"Regional" includes the scope of the replaces titles such as "State", "Statewide" and "Area/Area-wide" Medical Directors and designates those physicians who are charged with oversight responsibilities for two or more facilities in a given geographic area. They are to be distinguished from Site- or Facility Medical Directors who are responsible for one jail or prison site or site complex.

I. GENERAL DUTIES:

Responsible to the CMS Vice President for Medical Affairs/Corporate Medical Director for clinical oversight and program development including supervision of clinical and professional services; management of utilization review activities, promoting the delivery of the highest quality of care at the most competitive cost, maintaining the highest standards of professional and personal conduct and aiding the accession and retention of first quality personnel. A contributor to and support of the mission and goal of CMS and the CMS Medical Council and works with the Area Vice President to accomplish these goals.

II. RESPONSIBILITIES SPREAD OVER THREE AREAS:

1. Management of healthcare delivery including the optimum utilization of services and supplies to insure quality care at the lowest cost and the accession and retention of quality providers.
2. The development of healthcare and personnel policies relating chiefly to but not limited to providers through the CMS Medical Directors' Council.
3. Liaison with state and local DOC officials, network/contracted medical organizations, educational institutions and CMS. You are CMS' medical representative to your facilities, the client and the medical community as well as the advocate for your facilities.

III. SPECIFIC EXAMPLES OF ACTIVITIES INCLUDE:

- Assuring compliance with NCCHC, JCAHO and other industry and professional standards.
- Hiring decision for site Medical Directors.

TITLE: REGIONAL MEDICAL DIRECTOR

PAGE 2 OF 2

- Conducting initial orientation of each new site Medical Director at signing to include job requirements, expectations as well as answering questions.
- Conducting periodic rounds of correctional facilities to assess practice scope and quality, drug and referral utilization patterns and patient/client relationships.
- Conducting chart reviews, personal counseling and other educational activities.
- Provide investigation for questions of provider misconduct or questionable practices. This includes mortality and complex case reviews to ensure all patient care issues are covered, educational values captured and necessary corrections/improvements are made.
- Insuring strong chronic disease, occupational and public health programs.
- Ensure competent and appropriate provider coverage at all facilities to include on-call availability, filling in personally, if necessary.
- Participate in the CMS Medical Director's Council.
- Participate in the business of the state- and facility-level organization through executive staff and business planning meetings and encouraging physician participation.
- Participate in recruiting and seeking means to reward producers such that we retain the best.
- Maintaining strong liaison with the DOC, medical organizations, CMS and Standards-setting organizations so as to stay current of industry changes and ensuring client satisfaction.
- Participate in contract negotiations and other corporate-delegated duties as they arise.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTAND OF THIS REGIONAL MEDICAL DIRECTOR JOB DESCRIPTION.

REGIONAL MEDICAL DIRECTOR

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: REGIONAL MANAGER

PAGE 1 OF 3

POSITION

REQUIREMENTS:

MHA, MBA or equivalent academic background and management experience relative to health care setting. Must receive a satisfactory background investigation report. Receive management experience.

POSITION

SUMMARY:

To define a position description of duties and responsibilities involved in statewide regional administration. Serves as chief administrative manager responsible for the delivery of contract services, including supervision of personnel and budget, and liaison of services within the state.

PERFORMANCE

EXPECTATIONS:

- A. Directs the day-by-day activities of the assigned staff.
- B. Coordinates the total health care delivery system with the other functions within the region.
- C. Develops the contract services budget for the Region.
- D. Manages the financial performance of the Region.
- E. Reports monthly to the Vice President regarding the following:
 - 1. Budget variances
 - 2. Progress on the plan
 - 3. Action of the Medical Audit Committee
 - 4. Pertinent changes affecting the contract
 - 5. Activities of all health services departments
- F. Provides administrative support for the Medical Director.

TITLE: REGIONAL MANAGER

PAGE 2 OF 3

- G. Meets with the Secretary of DOC or his designee, to effect the liaison of services within the state.
- H. Assist Regional Administrators in recruiting employees and independent contractors as needed, with assistance from the Human Resources Department in the hiring and termination of all employees or independent contractors.
- I. Assist Statewide Pharmacy Director in assuring proper staffing and effective, efficient purchasing and distribution of pharmaceuticals.
- J. Maintains membership on the MA at each correctional facility and provides the administrative support for their activities.
- K. Coordinates the implementation of an annual in-service training program for the Missouri Region.
- L. Assist the Director of Mental Health in managing and administering the Mental Health Program for the DOC system.
- M. Assist the Regional Administrators in coordinating activities with hospital administrators and the delivery of services at hospitals outside of the institution. When appropriate, negotiate third party contracts of the institution.
- N. Coordinates the annual health services planning process.
- O. Conducts annual contract plan performance evaluation.
- P. Screens, interviews and assures the orientation of new CMS administrative personnel.
- Q. Attends CMS quarterly and staff meetings at the Central Office from time to time.
- R. Makes recommendations for the improvement of services to the Vice President.

TITLE: REGIONAL MANAGER

PAGE 3 OF 3

- S. Serves as the CMS information resource during contract negotiations with the state.
- T. Markets CMS contract services on an ongoing basis.
- U. Other duties, as assigned.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS REGIONAL MANAGER
JOB DESCRIPTION.

REGIONAL MANAGER

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: REGIONAL ADMINISTRATOR**PAGE 1 OF 2**

POSITION REQUIREMENTS: MHA, MBA or equivalent academic background and management experience relative to health care setting. Must receive a satisfactory background investigation report. Relevant management experience.

ACCOUNTABLE TO: Regional Manager

ACCOUNTABLE FOR: All Health Care Unit staff of designated regional institutions.

POSITION SUMMARY: Serves as chief administrative manager responsible for the delivery of contract services, including supervising personnel and budget, and liaison of services within the institution.

PERFORMANCE EXPECTATIONS:

1. Works in accord with the Medical Directors and Superintendent to fulfill the contractual requirements.
2. Interrelationships: Interrelates and works effectively with medical, dental and nursing staff, security staff, administrative staff, CMS management support staff, and all officials.

**PERFORMANCE
EXPECTATIONS:**

1. Directs the management and operational activities of the assigned staff.
2. Coordinates the health care delivery system with the other functions within the region.
3. Develops the contract services budget.
4. Manages the financial performance of the contract site.
5. Reports monthly to the Regional Manager regarding the following:
 - a. Budget variances
 - b. Progress on the plan
 - c. Action of the Medical Audit Committee
 - d. Pertinent changes affecting the contract
 - e. Activities of all health services
6. Provides administrative support for the Medical Director.
7. Meets with the Superintendent or his/her designee, to effect the liaison of services within the institution.

8. Recruits employees and independent contractors as needed, with assistance from the Human Resources Department.
9. Coordinates with the Human Resources Department the hiring and terminations of all contract employees or independent contractors.
10. Maintains membership on the MA and provide the administrative support for its activities.
11. Coordinates the implementation of an annual in-service training program.
12. Supervises scheduling of all personnel on contract site.
13. Coordinates with hospital administrators the delivery of services at hospitals outside of the institution. When appropriate, negotiate third party contracts for the institution.
14. Coordinates the annual health services planning process.
15. Serves as chairman for the annual contract plan performance evaluation meeting.
16. Assists with the screening, interviewing and orientation of new CMS administrative personnel.
17. Attends CMS staff meetings at the Central Office as requested.
18. Makes recommendation for the improvement of services to the Regional Manager.
19. Serves as the CMS information resource during contract negotiations with the institution.
20. Assists with the marketing of CMS contract services as requested.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS RN ADMINISTRATOR
JOB DESCRIPTION.

REGIONAL ADMINISTRATOR

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: MEDICAL DIRECTOR**PAGE 1 OF 3****POSITION****REQUIREMENT:**

Licensed physician in the state of employment. Current DEA registration. Board certified, eligible, or qualified by the state laws/regulations to practice medicine. Experience in a primary care specialty with administrative experience in corrections and/or managed health care delivery.

ACCOUNTABLE TO:

Area Medical Director for clinical issues. The medical director is responsible to the Administrator and the Regional Manager for administrative issues.

ACCOUNTABLE FOR:

Clinical activities of PA/NP as assigned.

POSITION**SUMMARY:**

Responsible for providing medical services to inmates of the Department of Corrections, which are consistent with community standards of care. Provide the overall supervision for clinical service for the site. Serve as liaison for clinical matters with medical providers outside the system and be available to provide on-call services.

PERFORMANCE**EXPECTATIONS:**

1. Serves as Chairperson of the Medical Audit Committee.
2. Reports to assigned facility at designated hour to examine referred patients.
3. Assures implementation and on-going supervision of on-site chronic clinics.
4. Consults with medical providers in the community to resolve issues in delivering services to inmates.
5. Supervises the clinical services provided by the professional and paraprofessional staff.
6. Annually reviews and approves clinical protocols, clinical policies and procedures, and medical disaster plan.
7. Assists with the development of medical audit criteria.

8. Oversees the on-site quality assurance program, including infection control and review and action on inmate complaints.
9. Serves as discussion leader for selected inservice training classes.
10. Represents the health care program in discussions with local civic groups or visiting officials.
11. Attends Medical Directors' meetings as requested.
12. Monitors referrals to outside health care facilities for appropriateness, quality and continuity of care.
13. Monitors non-formulary medication utilization at assigned facility/facilities.
14. Is available for the resolution of administrative/medical issues.
15. Assists in screening, interviewing and evaluating credentials of health care providers.
16. Reviews Prior Approval List (PAL) treatment referrals with Utilization Review nurse and the Physician Review Panel before approval.
17. As directed, visits the infirmary and records encounters in patient's progress notes.
18. Ensures all physician documentation is dated, timed, legible, problem oriented, and signed.
19. Ensures all verbal or telephone orders are countersigned within seventy-two (72) hours.
20. Utilizes available in-house resource personnel for treatment or resolution of identified problems before utilizing off-site referral.
21. Provides emergency treatment on-site and responds appropriately in urgent or emergency situations.

TITLE: MEDICAL DIRECTOR

PAGE 3 OF 3

22. Maintains proper certification for cardiopulmonary resuscitation.
23. Assumes responsibility and accountability for his/her individual judgments and actions.
24. Utilizes universal precautions when providing any invasive procedures for diagnostic or routine studies.
25. Keeps patient information confidential and respects patient's right to privacy, in accordance with accepted confidentiality practices for incarcerated individuals.
26. Abides by the security regulations of the facility.
27. Notifies Administrator of schedule changes in scheduled coverage.
28. Assists in arrangement for coverage of medical services if unavailable for extended period of time.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS
MEDICAL DIRECTOR JOB DESCRIPTION.

MEDICAL DIRECTOR_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: LEGAL SECRETARY**PAGE 1 OF 2****POSITION****REQUIREMENT:**

High school degree or equivalent required; additional education/training preferred. Must have two to four years of secretarial experience, preferably in a legal environment. Must be extremely organized. Demonstrate ability to establish and maintain effective, professional relationships with coworkers as well as internal and external clients, both in person and on the phone. Must be discrete in handling confidential information. Must be able to work independently as well as coordinate functions with coworkers. Must be able to handle and meet frequent deadlines. Must be familiar with Microsoft software and time billing.

ACCOUNTABLE TO: CMS - Assistant General Counsel

ACCOUNTABLE FOR: Non-supervisory position

POSITION SUMMARY: Responsible for the completion of all clerical/administrative duties assigned by Assistant General Counsel and to provide support to the entire legal office.

**PERFORMANCE
EXPECTATIONS:**

1. General office procedures
 - a. Answer incoming phone calls, transfer and deliver messages accurately to appropriate person.
 - b. Sort, date stamp and handle daily incoming and outgoing mail and faxes for the legal department.
 - c. Prepare, proof, copy and mail correspondence.
 - d. Copying of documents for Medical Claims Management Group and insurance carriers.

TITLE: LEGAL SECRETARY**PAGE 2 OF 3**

- e. Respond to inquiries from defendants, courts, MCMG and insurance carriers regarding pending lawsuits.
 - f. Bill insurance carrier for attorney and paralegal time spent on each case.
 - g. Log in database all case activity.
 - h. Set up and maintain filing system for each lawsuit.
 - i. Occasional use of WESTLAW or law library.
2. Compile and prepare documents accurately.
- a. Transcribe and proof all legal documents to be filed in state, federal or appellate courts.
 - b. Prepare, distribute and follow-up on declarations to be signed by defendants.
 - c. Copy and mail all legal documents to appropriate court and party in accordance with specified deadlines.
 - d. Acquire information, prepare and distribute a monthly case status report.
3. Schedule conferences and depositions to meet or exceed deadlines.
- a. Schedule conferences and depositions, obtain court reporter and conference room, and notify those attending.
4. Communicate effectively and demonstrate respect, concern and courtesy in all interpersonal communications.
- a. Protect confidentiality of information in written and verbal communications.
 - b. Facilitate communications between the Assistant General Counsel and defendants by providing information concerning lawsuits in an accurate, concise and timely manner.

TITLE: LEGAL SECRETARY

PAGE 3 OF 3

- c. Responsible for interface with CMS central office and Medical Claims Management Group to answer questions and provide them with information regarding lawsuits.
- 5. Maintain skills and continue professional development to enhance the operations and image of the organization.
 - a. Attend in-service and continuing education to obtain and maintain skills as appropriate.
 - b. Support the change process to improve the organization and the legal department.
 - c. Accept assignments and extra duties with flexibility and willingness to participate in activities that help the legal office meet its goals.
- 6. Adhere to personal policies to enhance the operation of the legal department.
 - a. Adhere to attendance policy.
 - b. Report to work at designated time.
 - c. Adhere to security policies.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS LEGAL SECRETARY JOB DESCRIPTION

LEGAL SECRETARY

DATE

- d. Assist with patient health care and participates in multi-disciplinary care conferences.
3. Counts CDS Drugs and contraband, if required.
4. Assist physician in minor medical/surgical procedures.
5. Transcribes and posts all therapeutic orders generated by the physician.
6. Initiates and documents prescribed treatments for nursing interventions in compliance with policy and procedure.
7. Administers routine and/or PRN medications as ordered.
8. Practices universal precautions when providing nursing procedures.
9. Assists in maintaining a neat, clean, and safe environment for patients and co-workers.
10. Keeps patient information confidential and respects patient's right to privacy.
11. Keeps health team informed of observations and changing conditions of patients.
12. Must maintain and show bi-annual proof of an active state nursing licensure and place a copy of the license in the personnel file maintained by the RN Supervisor.
13. Will be neat in appearance and adhere to nursing dress code policy; shall wear a white lab coat.
14. Arrives promptly for scheduled tour of duty for verbal report from off-going shift.
15. Notifies Administrator/or designee on call at least four (4) hours in advance if unable to attend work due to illness.
16. If requested by RN Supervisor or Administrator, will present a doctor's excuse if absent the day before or the day after a previously scheduled two days off.
17. If becomes ill while on duty, the RN Supervisor or designee will be notified for disposition.
18. Requests for vacation time or special time off will be submitted in advance prior to the posting of the time schedule.

TITLE: LICENSED PRACTICAL NURSE

PAGE 3 OF 3

19. Arranges work day exchange in the same pay period with a comparable member of the nursing staff for desired day off if the schedule has already been posted.
 - a. After agreement is reached, the Charge Nurse and/or the RN Supervisor is to be notified in writing by both parties of the desired schedule change agreement.
 - b. All approved schedule modifications will be at the discretion of the Charge Nurse and RN Supervisor.
20. Is cognizant and adheres to all security regulations of the institution.
21. Adheres to assigned break and lunch periods.
22. Remains at assigned post until properly relieved.
23. Attends scheduled inservice programs and staff meetings.
24. Maintains an active CPR certification.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS LICENSED PRACTICAL NURSE JOB DESCRIPTION.

LICENSED PRACTICAL NURSE_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: MEDICAL RECORDS CLERK**PAGE 1 OF 2****POSITION
REQUIREMENT:**

High school graduate or equivalent with minimum of one year medical records experience. Familiarity with the Problem Oriented Medical Record (SOAP) system essential. Must receive a satisfactory background report.

ACCOUNTABLE TO: Administrator and works in accord with medical, nursing, security and administration staff.

ACCOUNTABLE FOR: Non-supervisory position.

**POSITION
SUMMARY:**

Responsible and accountable for the maintenance of health records. Organizes and maintains a system of files and records concerning diagnoses, treatments, admissions and discharges.

**PERFORMANCE
EXPECTATIONS:**

1. Ensure the confidentiality of all medical records information.
2. Perform all clerical duties related to the assembling and maintaining of medical records, including initiating records for new inmates.
3. Maintain accountability for the location of any medical record on file, log in and out all record jackets received or sent out.
4. Maintain all files in established systems with all materials properly arranged and affixed within, filing material as received.
5. Directly responsible to pull records and deliver for clinical use; refile record upon completion of use.
6. Pull records and perform studies as requested by the Director of Nursing.
7. Complete reports and perform other duties as assigned by the Administrator.

TITLE: MEDICAL RECORDS CLERK

PAGE 2 OF 2

8. Notify supervisor and complete report for incidents or accidents.
9. Participate in inservice education.
10. Comply with dress code and administrative rules.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS MEDICAL RECORDS
CLERK JOB DESCRIPTION

MEDICAL RECORDS CLERK

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: MEDICAL RECORD SUPERVISOR

PAGE 1 OF 2

POSITION

REQUIREMENTS: One to two years health related/medical record experience; at least one year supervisory experience (preferred).

POSITION

ACCOUNTABLE TO: Regional Administrator, Administrator, and Medical/Dental Director to fulfill contractual requirements.

POSITION SUMMARY: An Accredited Records Technician with a minimum of two years experience within a medical records system. The ART has the authority and responsibility of assigned areas. The ART is charged with duties pertinent to the technical and managerial functions of the Medical Record Department at each facility.

PERFORMANCE EXPECTATIONS:

1. Supervise all medical record activities and personnel pertinent to the assigned area.
2. Assist in policy/procedure/system development.
3. Implement established policies/procedures/systems to provide efficient medical record services.
4. Ensure medical record information confidentiality through appropriate release of medical record documentation.
5. Ensure medical record availability.
6. Ensure that all medical record equipment is maintained.
7. Prepare and submit supply/equipment requisitions for approval to Administrator.
8. Prepare and submit routine and special statistical reports.

TITLE: MEDICAL RECORD SUPERVISOR

PAGE 2 OF 2

9. Prepare and participate in inter and intra-departmental inservice education programs.
10. Assure the timely, accurate transcription of dictated medical information.
11. Assure medical record completion.
12. Carry-out defined standards, legal requirements and regulations of regulatory agencies, government authorities, professions, and CORRECTIONAL MEDICAL SERVICES.
13. Perform other tasks required to carry out functions of the Medical Record Department and the Health Care Unit as required.
14. Other duties as assigned by Regional Administrator or Administrator.

**I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS
MEDICAL RECORD SUPERVISOR (ART) JOB DESCRIPTION.**

MEDICAL RECORD SUPERVISOR (ART)

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: NURSE PRACTITIONER

PAGE 1 OF 3

POSITION

REQUIREMENT: Graduate of an accredited college/university nurse practitioner program with current certification/licensure in the state of employment.

ACCOUNTABLE TO: Administrator, Physician

ACCOUNTABLE FOR: Non-Supervisory position.

POSITION

SUMMARY: Utilizes the medical model to meet a variety of health care needs with ambulatory care as primary focus. Works with a variety of health care professionals and security officers in a correctional environment. Provides basic medical services supervised by a licensed physician.

**PERFORMANCE
EXPECTATIONS:**

1. Provides direct and indirect basic medical care to meet physiological, psychosocial and emotional needs of the inmate-patient within the framework established by the correctional system.
 - a. Performs initial and follow-up assessments of inmate-patient in a variety of settings such as initial intake area, health care unit for sick call, emergency situations in housing, chronic care clinics and infirmary. Performs or schedules laboratory and diagnostic procedures to determine health status as assigned by the physician. Obtains histories and performs physical examinations to determine normal and abnormal adult health status. Communicates findings in a comprehensive and organized fashion verbally and in writing.
 - b. Identifies inmate-patient health problems and prescribes treatment based on diagnosis. Makes appropriate, timely referrals and initiates treatments based on institutional policies and procedures, and physician direction. Documents health problems and plan of care appropriately.

TITLE: NURSE PRACTITIONER**PAGE 2 OF 3**

- c. Implements medical care in a knowledgeable, safe and cost-effective manner, utilizing therapeutic regimens approved by the physician and in accordance with established regulations, policies and procedures. Identifies the educational components of treatment regimens and provides inmate-patient education. Documents medical care appropriately.
 - d. Evaluates and documents inmate-patient progress and response to medical interventions. Makes referrals as necessary to the physician or other health team members.
- 2. Utilizes effective communication skills by demonstrating respect, concern and courtesy in all interpersonal relationships.
 - a. Communicates information in an accurate, concise and timely manner.
 - b. Protects confidentiality of information in written and verbal communications.
 - c. Participates in problem-solving activities of the health care team by attending unit meetings, utilizing positive interpersonal skills and appropriate channels to initiate change.
 - d. Maintains harmonious relationships with security, inmate-patients and members of the health care team.
- 3. Uses current knowledge to promote a safe environment for providing health care to inmate-patient.
 - a. Maintains clinical area in clean, neat, safe manner.
 - b. Adheres to institution and medical unit infection control policies.
 - c. Understands and adheres to safe correctional health care practices and adheres to institutional security directives.
 - d. Adheres to environmental safety guidelines, policies and procedures. Participates in fire and disaster programs and drills as appropriate.

TITLE: NURSE PRACTITIONER

PAGE 3 OF 3

4. Maintains current professional skills and continues professional growth to enhance the practice of correctional health care and the image of the organization.
 - a. Attends appropriate inservices and continuing education offerings to obtain and maintain necessary skills.
 - b. Participates in offering education to inmates, security officers and other members of the health care team.
 - c. Exhibits an ability to participate in the change process to support the organization and the health care unit.
 - d. Accepts assignments and extra duties with flexibility and willingness to participate.
 - e. Maintains membership in professional organizations as appropriate.
5. Adheres to personnel policies to enhance the operation of the health care unit.
 - a. Conforms to dress code.
 - b. Adheres to attendance policy.
 - c. Reports to work at designated times.
 - d. Correctly utilizes and submits time cards according to policy.
6. Maintains required annual licensure and credentialing requirements for nurse practitioners in the health care unit.
7. Maintains an active CPR certification.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS NURSE PRACTITIONER
JOB DESCRIPTION

NURSE PRACTITIONER

DATE

CORRECTIONAL MEDICAL SERVICES
JOB DESCRIPTION

TITLE: OPTOMETRIST

PAGE 1 OF 1

POSITION

REQUIREMENTS:

Optometrist licensed in the state of employment. Provides optometry services for inmates as needed either in his office or at the facility assigned to. His service will provide comprehensive eye exams and prescriptions and adjustments as necessary. Services will be provided as scheduled by the site administrator.

ACCOUNTABLE TO:

Regional Administrator

POSITION

SUMMARY:

Provide professional Optometrist services to patients.

PERFORMANCE
EXPECTATIONS:

1. Provides eye examination/test visual acuity, prescribes lenses to preserve or restore vision based on professional standards of practice.
2. Agrees to abide by working rules and maintain a high professional, ethical and moral standard.
3. Cooperates with other health care professionals.
4. Makes referrals when necessary to other specialized services.
5. Maintains basic professional liability insurance.
6. Provides certificate of insurance coverage.
7. Provides education certificates verifying licensure and continuing education.
8. Complies with Discrimination Act prohibiting discrimination.
9. Reports and keeps equipment in good repair by work orders to administrator.
10. Reports infectious diseases to staff physician.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS OPTOMETRIST JOB DESCRIPTION.

OPTOMETRIST_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: ASSISTANT GENERAL COUNSEL

PAGE 1 OF 1

POSITION**REQUIREMENTS:**

JD degree and preferably experience relative to civil rights litigation.

ACCOUNTABLE TO:

ARAMARK General Counsel

POSITION**SUMMARY:**

Responsible for defending CMS, it's employees, former employees, independent contractors and former independent contractors from § 1983 suits and state suits arising from their duties at the various correctional facilities. Individual is also responsible for giving general legal advice on daily issues along with St. Louis counsel.

**PERFORMANCE
EXPECTATIONS:**

- A. Directs the day-by-day activities of the assigned legal staff.
- B. Manages all pending lawsuits.
- C. Prepares pleadings in pending lawsuits.
- D. Attends relevant hearings related to pending lawsuits.
- E. Provides general legal advice on daily issues.
- F. Provide assistance in identifying quality control issues.
- G. Assist in creating a national defense strategy.
- H. Provide staff training.

Other duties as assigned.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS ASSISTANT
GENERAL COUNSEL JOB DESCRIPTION.

ASSISTANT GENERAL COUNSEL_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: CHIEF OF DENTAL SERVICES

PAGE 1 OF 2

POSITION

REQUIREMENTS:

DDS or DMD Degree. Current license in state of employment and must have current DEA Certification Number. Three-Five years required, preferably in a general practice residency and/or previous clinical dental experience. Must receive a satisfactory background investigation report.

POSITION

SUMMARY:

Directs and provides dental health services to inmate population. Interrelates and works effectively with inmates, dental, medical and nursing staff, security, administrative and support staff.

**PERFORMANCE
EXPECTATIONS:**

- A. Responsible for employment, orientation of all dentists and auxiliary personnel as requested. Provides annual performance evaluations as requested. Recommends, when necessary, corrective action and/or termination to Regional Manager.
- B. Participates in the development of inservice programs and maintains public relations with other health disciplines within the institution(s).
- C. Monitors dental services and creates and/or modifies procedures, supplies and equipment to ensure reasonable and adequate delivery of dental services.
- D. Reviews all requests for referral to dental specialists outside the correctional system for validity of need. Maintains agreement with outside dental specialists for the treatment of these cases.
- E. Evaluates the oral health of inmates to determine need for prosthetic replacement of missing teeth within standard operating procedures.
- F. Ensures that adequate dental supplies, instruments and equipment are available at all sites. Directs the dental prosthetic laboratory function to ensure timely fabrication of dental prosthesis.
- G. Provide dental consulting services to the Department of Corrections, as requested.

TITLE: CHIEF OF DENTAL SERVICES

PAGE 2 OF 2

- H. Develops and implements dental clinic programs to maintain compliance with the requirements of federal and state governmental agencies. Ensures dental clinics meet required accreditation standards, except for the physical facility requirements, which are the responsibility of the Department of Corrections.
- I. Completes and approves monthly coverage/schedule of dentists as requested. Facilitates resolution of dentists scheduling conflicts when requested.
- J. Facilitates in-service education program including requirements with the Commission on Accreditation for Corrections and Standards for Adult Correctional Institutions.
- K. Reviews patient charts on a weekly basis that meets JCAHCO, NCCHC, ACA or other accrediting bodies' stands of quality assurance.
- L. Implements monthly peer review of procedures and delivery of dental services in accordance with JCAHCO, NCCHC, ACA, or other accrediting bodies' stands of quality assurance.
- M. Maintains accurate and timely reports to CMS and site per established policies.
- N. Provides other dental and administrative functions as directed by the Medical Director and/or Regional Manager.
- O. Assists in securing and maintaining proper accreditation, including compliance with the requirements of the Commission on Accreditation for Corrections and Standards for Adult Correctional Institutions.
- P. Related project/tasks as assigned.
- Q. Other duties, as assigned.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS CHIEF OF DENTAL SERVICES JOB DESCRIPTION.

CHIEF OF DENTAL SERVICES

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: DENTAL ASSISTANT**PAGE 1 OF 2****POSITION****REQUIREMENT:**

High school graduate or equivalent. Certification by the Dental Assisting National Board preferred. Certification by the Board of Dental Examiners as a Dental Radiation Technologist preferred.

ACCOUNTABLE TO:

Dental Director, Staff Dentist, Regional Administrator

ACCOUNTABLE FOR:

Non-supervisory position.

POSITION**SUMMARY:**

Assist the dentist during examination and treatment of patients. Perform certain inter-oral tasks in response to specific instructions from and under the direct supervision of a licensed dentist.

**PERFORMANCE
EXPECTATIONS:**Clinical

1. Prepare operatory with appropriate instruments and material for the patients scheduled to be seen.
2. Provide chair-side assistance during treatment recognizing the dentist's need for instruments, material, retraction or suction.
3. Mix and fabricate restorative materials.
4. Sterilize instruments and disinfect operatory between patients.
5. Develop and mount routine radiographs.
6. Assist in exposing intro-oral and extra-oral radiographs.
7. Maintain and clean x-ray unit, film processor, autoclave, wet tank and dental unit in accordance to specifications.

TITLE: DENTAL ASSISTANT

PAGE 1 OF 2

8. Perform laboratory procedures such as mixing impression material for dentures and assist in the clinical procedures of prosthetic dentistry.
9. Assist with infection control, general cleanliness and sterile conditions for the dental unit.
10. Perform other duties as requested.

Administrative

11. Inventory and order supplies to maintain established levels.
12. Assist in maintaining dental charts, dental findings, maintain confidentiality of the dental record and schedule patients for dental appointments.
13. Collect requested data for dental clinic reports.
14. Comply with dental office security, the perpetual inventory, inspection of dental tools and complete corresponding documentation.
15. Maintain current CPR certification.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS DENTAL
ASSISTANT JOB DESCRIPTION

DENTAL ASSISTANT_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: DENTIST**PAGE 1 OF 2****POSITION****REQUIREMENT:**

Graduate of accredited School of Dentistry or graduate of an accredited university with a DDS or DMD degree. Currently licensed in state of employment and current DEA certification number. General practice residency and/or previous clinical dental experience preferred. Must receive a satisfactory background investigation report.

ACCOUNTABLE TO:

Medical Director, Dental Director, Administrator and Regional Administrator

ACCOUNTABLE FOR:

Dental Assistant, Dental Hygienist

POSITION**SUMMARY:**

Provides dental health services to the inmate population; supervises the dental hygienists and dental assistants; and interrelates and works effectively with inmates, other members of the dental staff, medical and nursing staff, security staff at all levels, administrative and support staff.

**PERFORMANCE
EXPECTATIONS:**

1. Perform dental assessment on inmates being admitted and those requesting appointments that have not been screened to determine dental needs and urgency of those needs. Chart and form treatment plan.
2. Perform and interpret radiographic exams as indicated.
3. Provide dental treatment to include emergency treatment of the teeth and surrounding soft tissues such as oral surgery, restorative dentistry and periodontal therapy within the scope of a general dentist.
4. Correction of significant oral problems which may adversely affect inmate's health as deemed necessary by dentist.
5. Make proper referral for procedures which cannot be performed at the institution or are beyond the technical proficiency of his/her practice.

TITLE: DENTIST

PAGE 2 OF 2

6. Ensure dental records are current, accurate and legible.
7. Ensure a daily log-book describing each inmate visit is maintained according to established procedure.
8. In cooperation with Medical Director, provide professional consultation to all members of Health Services team relative to inmates health care management.
9. In conjunction with Medical Director, prescribe medications from CMS formulary for inmate's health needs.
10. Adhere to Universal Precautions at all times.
11. Participate in development of inservice programs and maintain public relations with other health disciplines within the institution.
12. Provide services in accordance with the Centers for Disease Control infection guidelines, Federal, State and local laws and the Quality Assurance Program standards.
13. Abide by the security regulations of the institution to which dental services are provided.
14. Responsible and accountable for dental office security to include instrument, medicine and needle counts and local laws.
15. Maintain membership in ACHSA.
16. Annually submit documentation of current licensure.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS DENTIST
JOB DESCRIPTION

DENTIST_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: DIRECTOR OF NURSING**PAGE 1 OF 3****POSITION****REQUIREMENT:**

Graduate of an accredited school of nursing with current licensure as a Registered Nurse (RN) in state of employment. Minimum of three (3) years progressive management experience. Must receive satisfactory background investigation report.

ACCOUNTABLE TO:

Health Services Administrator

ACCOUNTABLE FOR:

Nursing staff

POSITION**SUMMARY:**

Directs the provision of care by professional and para-professional nursing staff within a corrections environment. Interacts with a variety of healthcare professionals, corrections and administrative staff to achieve the goals of the nursing department and fulfill contractual requirements.

PERFORMANCE**EXPECTATIONS:**

1. Plans the delivery of comprehensive nursing care within the framework established by the corrections system and the site contract.
 - a. Conducts meetings with nursing staff and other members of the healthcare team to develop and communicate nursing goals and objectives.
 - b. Reviews and develops nursing policies and procedures that reflect applicable standards and contractual requirements.
 - c. Recommends to the Health Services Administrator nursing programs, budget and assignment of nursing and support staff to meet the needs of the institution.
2. Organizes the delivery of nursing care within the corrections environment to achieve quality and efficient utilization of resources.
 - a. Coordinates the continuity of inmate care with off-site healthcare facilities.
 - b. Coordinates the delivery of care with the medical disciplines, including dental and mental health services.

TITLE: DIRECTOR OF NURSING

PAGE 2 OF 3

- c. Schedules nursing personnel to provide required coverage in all areas and shifts.
 - d. Ensures nursing staff have written position descriptions and shift duties.
- 3. Develops resources to provide nursing services that meet applicable standards.
 - a. Monitors and evaluates individual performance of nursing staff members with individual, develops performance improvement and professional development strategies.
 - b. Participates in the recruitment and hiring of nursing personnel who meet training, licensure/certification and experience requirements.
 - c. Interprets regulations and standards, and communicates nursing philosophy and objectives to nursing staff.
 - d. Coordinates orientation of new nursing personnel and inservice training and continuing education for nursing and other personnel to improve performance.
 - e. Assists nursing personnel in identifying and resolving issues which adversely impact their job performance.
- 4. Monitors the efficient delivery of appropriate and safe nursing care.
 - a. Implements Quality Improvement for nursing service.
 - b. Supervises the collection of data for periodic health services reports.
 - c. Supervises the utilization of resources, including equipment, supplies and man-hours.
 - d. Actively participates in Pharmacy and Therapeutic, Quality Improvement, Infection Control and Medical Audit Committee meetings.
 - e. Investigates and processes healthcare grievances filed by an inmate as assigned.
- 5. Promotes a healthcare environment that is adequate and safe for inmates and for healthcare personnel.
 - a. Assures the clinical area is maintained in a clean, neat and safe manner, and required counts and cleaning is performed.
 - b. Assures the institution and Health Services Unit Infection Control and Quality Improvement programs are followed.

TITLE: DIRECTOR OF NURSING

PAGE 3 OF 3

- c. Assures nursing personnel understand and adhere to safe correctional nursing practices and to institutional security directives.
 - d. Assures nursing personnel adhere to environmental safety guidelines, policies and procedures. Plans and assures participation in fire and disaster programs and drills, as appropriate.
- 6. Maintains current professional skills and continues professional growth to enhance the practice of correctional nursing.
 - a. Participates in appropriate inservices and continuing education to obtain and maintain necessary skills.
 - b. Plans and offers education to inmates, security officers and other members of the healthcare team.
 - c. Accepts assignments and special projects with flexibility and willingness to participate in activities that promote the healthcare unit.
- 7. Verifies required annual licensure and credentialing requirements for the nursing personnel of the healthcare unit.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS DIRECTOR OF NURSING JOB DESCRIPTION

DIRECTOR OF NURSING

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE:	INFECTION CONTROL NURSE
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PAGE 1 OF 2

POSITION**REQUIREMENT:**

Graduate of an accredited school of nursing with current licensure as a Licensed Practical Nurse (LPN) or Registered Nurse (R.N.) in state of employment. Minimum of two (2) years experience as an Infection Control Nurse. Must receive a satisfactory background investigation report.

ACCOUNTABLE TO:

ACCOUNTABLE FOR: Non-supervisory position.

POSITION**SUMMARY:**

Develop, implement, monitor and evaluate the Infection Control Program. Responsible for overall management and coordination of the program. Provide surveillance in order to identify, investigate and record data concerning infections and initiate infection control measures as directed by the Infection Control Committee.

**PERFORMANCE
EXPECTATIONS:**

1. Following assessment of the institution, develop an Infection Control Program appropriate to the institution and its needs.
2. Serve as chairperson of the Infection Control Committee and provide information including:
 - a. Report of the number and type of infections identified since the last meeting.
 - b. List of isolated patients.
 - c. Report on any problems encountered with negative trends, outbreaks, etc.
 - d. Suggestions submitted by members of the health care team for improving infection control.

TITLE: INFECTION CONTROL NURSE

PAGE 2 OF 2

3. Develop infection control policies, procedures and educational material.
4. Develop and monitor infection control policies and procedures; i.e., management of contaminated needles, syringes, razors, dressings, blood spills, etc.
5. Conduct on-going surveillance programs that notes and corrects any practices that are not conducive to the control of infection and communicable diseases.
6. Conduct on-going surveillance of clinic areas, patients' medical records, laboratory and pharmaceutical reports to identify, monitor, and report infectious disease.
7. Participate in environmental rounds to ensure general cleanliness and environmental safety.
8. Develop educational programs related to infectious disease for health care and correctional system personnel and inmates.
9. Assess culture and other lab reports weekly to determine:
 - a. Infections present.
 - b. Nosocomial infections.
 - c. Infections community acquired.
10. Assess all patients with potential sources of contaminants (observes IV sites, Foley catheters, suture lines, etc.).
11. Maintain record of all infections including location, isolation and general treatment of infections

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS INFECTION CONTROL NURSE JOB DESCRIPTION

INFECTION CONTROL NURSE _____

DATE _____

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: LABORATORY TECHNICIAN**PAGE 1 OF 2****POSITION**

REQUIREMENT: Graduate of an accredited laboratory technologist program with a minimum of one (1) year of experience.

ACCOUNTABLE TO: Administrator and works in accord with DON, Medical Director, IDC and QA Committee.

ACCOUNTABLE FOR: Non-Supervisory position.

POSITION

SUMMARY: Performs laboratory services at the facility. Perform laboratory tests as ordered by a physician within the capability of the facility.

**PERFORMANCE
EXPECTATIONS:**

1. Collect as necessary, prepare and protect specimens.
2. Perform all laboratory tests within the capability of the facility as ordered by the physician.
3. Make necessary arrangements, security and sending specimens to outside laboratory services, as required.
4. Maintain proper records of tests, complete required reports.
5. Perform calibration and maintain reference standards to ensure accurate results for tests.
6. Maintain clean and orderly working environment.
7. Maintain proper stocks of supplies and reagents, reordering as necessary.
8. Evaluate new laboratory services procedures and make recommendations.
9. Notify supervisor and complete report for incidents or accidents.

TITLE: LABORATORY TECHNICIAN

PAGE 2 OF 2

10. Participate in inservice education.
11. Submit monthly report on departmental activities.
12. Comply with dress code and administrative rules.
13. Utilize Universal Precautions
14. Participate in Quality Assurance.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS LABORATORY
TECHNICIAN JOB DESCRIPTION

LABORATORY TECHNICIAN _____

DATE _____

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: STAFF REGISTERED NURSE

PAGE 1 OF 3

POSITION

REQUIREMENTS: Graduate of an accredited school of nursing with current licensure as a registered nurse in the state of employment. Must conform to security clearance of place of employment.

PROFESSIONAL REQUIREMENTS:

Attends and participates in continuing education consistent with the requirements of the State Board of Nursing. Updates and maintains skills and knowledge related to correctional health care.

ACCOUNTABLE TO: Nursing Supervisor, Director of Nursing, Administrator

ACCOUNTABLE FOR: Non-supervisory.

POSITION SUMMARY:

Utilizes the nursing process to meet a variety of health care needs with ambulatory care as primary focus. Works with a variety of health care professionals and security officers in a correctional environment. Frequently functions guided by nursing protocols. Functions as a team leader as assigned.

PERFORMANCE EXPECTATIONS:

1. Provides direct and indirect nursing care to meet physiological, psychosocial and emotional needs of the inmate-patient within the framework established by the correctional system.
 - A. Performs assessments of inmate-patient in a variety of settings such as initial intake area, health care unit for sick call, emergency situations in housing, chronic care clinics and infirmary. Utilizes assessment skills that require a knowledge base of both normal and abnormal adult health status. Communicates assessment data in a comprehensive, orderly fashion verbally and in writing.

- C. Understands and adheres to safe correctional nursing practices and adheres to institutional security directives.
 - D. Adheres to environmental safety guidelines, policies and procedures. Participates in fire and disaster programs and drills as appropriate.
4. Maintains current professional skills and continues professional growth to enhance the practice of correctional nursing and the image of the organization.
- A. Attends appropriate inservices and continuing education offerings to obtain and maintain necessary skills.
 - B. Participates in offering education to inmates, security officers and other members of the health care team.
 - C. Exhibits an ability to participate in the change process to support the organization and the health care unit.
 - D. Accepts assignments and extra duties with flexibility and willingness to participate in activities other than direct patient care.
5. Adheres to personnel policies to enhance the operation of the health care unit.
- A. Conforms to dress code.
 - B. Adheres to attendance policy.
 - C. Reports to work at designated time.
6. Maintains required annual licensure and credentialing requirements for the nursing personnel of the health care unit.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS STAFF REGISTERED NURSE JOB DESCRIPTION.

STAFF REGISTERED NURSE

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: STAFF PHYSICIAN

PAGE 1 OF 3

POSITION

REQUIREMENT: Licensed physician in state of employment. Current DEA registration. Board certified or eligible, or qualified by state laws/regulations to practice medicine.

ACCOUNTABLE TO: Medical Director, Health Services Administrator.

ACCOUNTABLE FOR: Non-supervisory position.

POSITION

SUMMARY: Responsible for providing inmate medical services consistent with community standards of care.

**PERFORMANCE
EXPECTATIONS:**

1. Reports to assigned facility at designated hour to examine referred inmates.
2. Visits the infirmary daily and documents encounters in inmate's Medical Record as assigned.
3. Conducts Chronic Care Clinics as assigned.
4. Ensures Medical Record documentation is in SOAP format, problem oriented and corresponds to the therapeutic order.
5. Ensures all documentation is timed, legible and signed.
6. Ensures all verbal or telephone orders are countersigned within seventy-two (72) hours.
7. Adheres to approved formulary for therapeutic regimens before utilizing non-formulary procedure.
8. Documents pertinent observations and logical conclusions to validate need for non-formulary medication on non-formulary request form for Medical Director's approval when non-formulary medication is ordered.

TITLE: STAFF PHYSICIAN**PAGE 2 OF 3**

9. Utilizes available in-house resource personnel for treatment or resolution of identified problems before utilizing off-site referral.
10. Provides emergency treatment on-site and responds appropriately in urgent or emergency situations.
11. Demonstrates proper technique for cardiopulmonary resuscitation and related drug therapy.
12. Supports standards of medical care through adherence to existing policies and procedures for:
 - a. Admission to the infirmary.
 - b. Transfer to the emergency room.
13. Serves as a resource to other professional or non-professional personnel providing instructions as needed.
14. Assumes responsibility and accountability for his/her individual judgments and actions.
15. Utilizes Universal Precautions procedures when providing any invasive procedures for diagnostic or routine studies.
16. Keeps inmate information confidential and respects inmate's right to privacy in accordance with accepted confidentiality practices for incarcerated individuals.
17. Abides by the security regulations of the correctional system and the regulations of the institution.
18. Attends Medical Staff meetings as required.
19. Provides monthly inservice education of staff as requested.
20. Participates in monthly review of quality of care and chart reviews as requested.
21. Sponsors physician assistants as required.
22. Annually submits documentation of current licensure.

TITLE: STAFF PHYSICIAN

PAGE 3 OF 3

23. Notifies Medical Director and/or Health Services Administrator of schedule changes.
24. Assists in arrangement for coverage of medical services if unavailable for extended period of time.
25. Other duties as requested by the Medical Director.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS STAFF PHYSICIAN
JOB DESCRIPTION

STAFF PHYSICIAN_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: CHARGE NURSE

PAGE 1 OF 3

POSITION**REQUIREMENT:**

A Registered Professional Nurse (R.N.) with a minimum of three (3) years experience in administration. The Charge Nurse has the authority, responsibility and accountability for structuring, comprehensive planning and implementing the Nursing Service Program that guides the delivery of a quality health care program. Must be licensed in the state of employment.

ACCOUNTABLE TO: Administrator

ACCOUNTABLE FOR: Registered Nurses, Licensed Practical Nurses, and Nurses Assistants.

POSITION**SUMMARY:**

To develop criteria defining a position description of duties and responsibilities involved in the administration of a diversified nursing service program.

PERFORMANCE**EXPECTATIONS:**

- A. Responsible to the RN Administrator and works in accord with the Medical Director to fulfill the DOC contractual requirements.
- B. Worker's Supervised: Registered Nurses, Licensed Practical Nurses, and Nurses' Assistants.
- C. Interrelationships: Interrelates and works effectively with inmates, as appropriate, medical and nursing staff, security staff at all levels, administrative staff and support staff.

V. DUTIES AND RESPONSIBILITIES

- A. Develops policies and procedures for nursing activities that are in compliance with NCCHC standards and contractual requirements.

TITLE: CHARGE NURSE**PAGE 2 OF 3**

- B. Monitors staffing and recruitment/retention efforts ensuring all proposed applicants meet the required documented training, licensure/certification, experience and demonstrated ability.
- C. Coordinates and monitors orientation, inservice and continuing education for nursing and ancillary personnel to enhance performance levels.
- D. Ensures nursing staff have written position descriptions and shift duties.
- E. If absent, will designate an experienced qualified Registered Nurse to assume decision making and priority setting authority for nursing emergencies.
- F. Will be actively involved and participates in the Pharmacy and Therapeutics, Quality Assurance, Infection Control and Medical Audit Committee Meetings.
- G. Will make periodic clinical rounds to all designated areas of responsibility reviewing medical records, medication orders, patient care plans to ensure the nursing philosophy and objectives are understood and practiced by the nursing service staff.
- H. Regularly confers with the RN Administrator regarding specific nursing problems, programs and budgets recommending the assignment of sufficient number of charge and support personnel to meet the nursing needs of the institution.
- I. Observes and evaluates the performance of the charge nurses and ensures all evaluations for nursing personnel are completed.
- J. Develops, implements and evaluates the philosophy, goals, objectives, structure and operation of Nursing Service.
- K. Ensures the practice of nursing is consistent with the Nurses Practice Act, current standards and requirements according to ACA and NCCHC.
- L. Provides guidance to the charge nurses, supports professional development programs and acts as a role model for the therapeutic nursing intervention in health care problems.
- M. Is visible, responsive and acts as the nursing liaison to all medical disciplines including but not limited to dental, surgical, psychiatric and psychological services.

TITLE: CHARGE NURSE

PAGE 3 OF 3

- N. Supervises the collection of health care service data for the monthly Health Services Report. Prepares or coordinates special projects or other related duties as assigned.
- O. Conducts meetings with the nursing staff and other care givers to facilitate optimal levels of communication to promote the team approach and unity within the total health care program.
- P. Coordinates the continuity of patient care with outside health care facilities.
- Q. Ensures all nursing personnel and support staff adhere to all applicable DOC directives regarding appearance, standards of conduct, and photograph I.D. System as well as CMS'. A white nursing uniform shall be worn at all times, unless otherwise indicated.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS RN
CHARGE NURSE JOB DESCRIPTION.

RN CHARGE NURSE_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: RN/PARALEGAL**PAGE 1 of 2****POSITION****REQUIREMENTS:**

Must be a Licensed Registered Nurse with at least one year of experience in some facet of health care delivery. Preference given to but not required a nursing background in risk management and/or experience in a nursing role with focus on medical record review. Must receive a satisfactory background investigation report.

POSITION**SUMMARY:**

Serve as an advisor to General Counsel on medical information and standards of care relating to defense strategies and liability avoidance. Responsible for investigating health care delivery received by each inmate naming ARAMARK, CMS, and associated medical personnel in a lawsuit. Responsible for reading all pertinent inmate medical records and developing "Statement of Facts" for Summary Judgment preparation.

**PERFORMANCE
EXPECTATIONS:**

- A. Ability to receive written and oral instructions from attorneys on types of complaints, defense strategies, and avenues of avoiding liability.
- B. Order patient's medical records from correctional centers once a CMS defendant has been named by the plaintiff.
- C. Organize and analyze patient's medical records to ascertain pertinent information to support defensive strategy set forth in a Summary Judgment.
- D. Prepare a sequence of events summary from the medical records, citing health care delivery which can be used in a Summary Judgment motion.
- E. Investigate a case by talking directly to defendants and appropriate persons to develop a comprehensive statement of facts for a summary judgment motion.

TITLE: RN/PARALEGAL

PAGE 2 of 2

- F. Coordinate exhibits in an organized manner according to statements of fact and determine appropriate persons to sign affidavits.
- G. Review attorney's argument for agreement with statements of medical facts.
- H. Assist attorneys in responding to court ordered "discovery", "admissions", and "interrogatories."
- I. Assist attorneys in court preparation for injunctive relief conferences when needed.
- J. Perform death and high risk preliminary case review to assess potential future liability.
- K. Detect systemic problems in CMS health care delivery from reviewing medical records and act as an advisor to CMS management as to how such systemic deficiencies may be remedied.
- L. Provide expertise in interpreting medical records and disease processes.
- M. Assist in overall team effort to create a national defense strategy for CMS related to federal civil rights claims.
- O. Introduce and/or provide institutional staff training when liability trends are the result of an identified health care delivery problem.
- P. Perform other duties, as assigned.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS RN
PARALEGAL JOB DESCRIPTION

RN PARALEGAL

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: SECRETARY**PAGE 1 OF 1****POSITION****REQUIREMENT:**

High school graduate or equivalent with minimum of one year training/experience. Must type 40 words per minute, and be familiar with dictation, transcription, word processing and copying equipment. Must receive a satisfactory background investigation report.

ACCOUNTABLE TO:

Administrator.

ACCOUNTABLE FOR:

Non-supervisory position.

POSITION**SUMMARY:**

Responsible for the completion of all clerical/administrative duties assigned by the Administrator.

PERFORMANCE**EXPECTATIONS:**

1. Type reports and correspondence. Organize filing system for material.
2. Maintain current personnel files for all employees.
3. Assist supervisory staff in preparing reports.
4. Answer telephone. Collect and sort daily mail.
5. Schedule appointments for administrative and medical functions.
6. Order office supplies, as needed.
7. Take minutes at meetings, as requested.
8. Perform other duties as assigned.
9. Comply with dress code and administrative rules.

**I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS SECRETARY
JOB DESCRIPTION**

SECRETARY

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: X-RAY TECHNOLOGIST

PAGE 1 OF 1

POSITION

REQUIREMENT:

Must be graduate of an accredited training program and registered in the state as required. Two years radiologic technology experience preferred. Subject to initial and ongoing security clearance requirements.

ACCOUNTABLE TO:

Administrator

ACCOUNTABLE FOR:

Non-supervisory position

POSITION SUMMARY:

Responsible for performing/developing radiology studies as ordered, within the capabilities of the facility.

PERFORMANCE

EXPECTATIONS:

1. Maintains a working knowledge of radiation and electrical hazards to prevent exposure of inmates and staff.
2. Schedules inmates for on-site and off-site radiological services.
3. Responds to emergencies and critical incidents within the institution.
4. Maintains accurate system for identifying, filing and recording films for proper diagnosis.
5. Prepares and maintains chemicals for developing process.
6. Checks and maintains equipment in clean, proper, safe working order.
7. Positions patients properly for exposure/development of film for proper diagnosis.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS X-RAY TECHNOLOGIST
JOB DESCRIPTION

X-RAY TECHNOLOGIST

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: PHYSICAL THERAPIST

PAGE 1 OF 1

POSITION

REQUIREMENTS:

Minimum of undergraduate degree in Physical Therapy with current state licensure. Minimum of one year previous experience as Physical Therapist. Subject to initial and ongoing security clearance requirements.

ACCOUNTABLE TO:

Clinically, to physician; administratively to administrator.

POSITION SUMMARY:

Responsible for providing licensed physical therapy services to referred patients under supervision of the physician.

PERFORMANCE
EXPECTATIONS:

1. Places, adjusts and operates physical therapy equipment to treat patient.
2. Applies proper treatment technique to patient.
3. Communicates the treatment and follow up process to the patient.
4. Records and documents treatments given and therapy recommended.
5. Adheres to safety and security policies and participates in disaster drills.
6. Follows security regulations for keys, sharps and controlled medications.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS
PHYSICAL THERAPIST JOB DESCRIPTION.

PHYSICAL THERAPIST_____
DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: ADMINISTRATOR**PAGE 1 OF 2****POSITION**

REQUIREMENT: MHA, MBA or comparable academic background.
Minimum of three (3) years of management experience in a health care setting. Subject to initial and ongoing security clearance requirements.

ACCOUNTABLE TO: Regional Manager

ACCOUNTABLE FOR: Supervision of personnel and budget.

POSITION

SUMMARY: Serves as the chief on-site administrative manager. Responsible for the delivery of contracted services, including supervision of personnel and budget, and liaison of services within the institution.

**PERFORMANCE
EXPECTATIONS:**

1. Manages the health care delivery system and coordinates with the other functions within the institution.
2. Develops and manages the facility budget and operational plan.
3. Directs the activities of the assigned staff.
4. Interviews and selects independent contractors, supervisors and other personnel as needed.
5. Reports monthly to the Regional Manager or Regional Administrator regarding the following:
 - A. Budget variances.
 - B. Progress on the operational plan.
 - C. Action of the Medical Audit Committee.
 - D. Pertinent changes affecting the contract.
 - E. Activities of all health services departments.

TITLE: ADMINISTRATOR

PAGE 2 OF 2

6. Ensures orientation of new CMS personnel.
7. Ensures compliance with ACA/NCCHC standards and CMS policies and procedures.
8. Assists with emergency care and responses as qualified.
9. Meets regularly with the Warden, or his designee, to effect the liaison of services within the institution.
10. Adheres to and enforces safety and security policies and participates in disaster drills.
11. Follows and enforces security regulations for keys, sharps and controlled medications.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS
ADMINISTRATOR JOB DESCRIPTION.

ADMINISTRATOR

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: OB/GYN PHYSICIAN

PAGE 1 OF 2

POSITION

REQUIREMENTS:

Licensed physician in state of employment. Current DEA registration. Board certified or eligible, or qualified by state laws/regulations to practice medicine in the OB/GYN specialty.

ACCOUNTABLE TO:

Medical Director, Health Services Administrator.

ACCOUNTABLE FOR:

Non-supervisory position.

POSITION

SUMMARY:

Responsible for providing inmate OB/GYN services consistent with community standards of care.

**PERFORMANCE
EXPECTATIONS:**

1. Reports to assigned facility at designated hour to examine referred inmates.
2. Conducts OB/GYN Clinics as assigned.
3. Ensures Medical Record documentation is in SOAP format, problem oriented and corresponds to the therapeutic order.
4. Ensures all documentation is timed, legible and signed.
5. Ensures all verbal or telephone orders are countersigned within seventy-two (72) hours.
6. Adheres to approved formulary for therapeutic regimens before utilizing non-formulary procedure.
7. Documents pertinent observations and logical conclusions to validate need for non-formulary medication on non-formulary request form for Medical Director's approval when non-formulary medication is ordered.
8. Utilizes available in-house resource personnel for treatment or resolution of identified problems before utilizing off-site referral.
9. Provides emergency treatment on-site and responds appropriately in urgent or emergency situations.
10. Demonstrates proper technique for cardiopulmonary resuscitation and related drug therapy.

TITLE: OB/GYN PHYSICIAN

PAGE 2 OF 2

11. Supports standards of medical care through adherence to existing policies and procedures for:
 - a. Admission to the infirmary
 - b. Transfer to the emergency room
12. Serves as a resource to other professional or non-professional personnel providing instructions as needed.
13. Assumes responsibility and accountability for his/her individual judgments and actions.
14. Utilizes Universal Precautions procedures when providing any invasive procedures for diagnostic or routine studies.
15. Keeps inmate information confidential and respects inmate's right to privacy in accordance with accepted confidentiality practices for incarcerated individuals.
16. Abides by the security regulations of the correctional system and the regulations of the institution.
17. Attends Medical Staff meetings as required.
18. Provides monthly inservice education of staff as requested.
19. Participates in monthly review of quality of care and chart reviews as requested.
20. Sponsors physician assistants as required.
21. Annually submits documentation of current licensure.
22. Notifies Medical Director and/or Health Services Administrator of schedule changes.
23. Assists in arrangement for coverage of medical services if unavailable for extended period of time.
24. Other duties as requested by the Medical Director.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS OB/GYN
PHYSICIAN JOB DESCRIPTION.

OB/GYN PHYSICIAN

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE:	MANAGER: SYSTEMS AND SUPPORT	PAGE 1 OF 2
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POSITION

REQUIREMENTS:

Degree in Computer Information Systems or related field. Hardware/Software end-user support experience. AS400 and PC operating system experience required. PC Integrated software skills and AS400 Office Vision software experience desirable. PC programming experience is desirable.

ACCOUNTABLE TO:

Missouri Regional Manager, Correctional Medical Services.

ACCOUNTABLE FOR:

Non-supervisory position.

POSITION

SUMMARY:

Responsible for providing technical assistance to all medical staff; providing interface between MARS system and lab, x-ray, and Pharmacy providers; maintains data security and integrity by maintaining identification and security data in MARS.

**PERFORMANCE
EXPECTATIONS:**

1. Process lab test results and x-ray readings from the provider, posting results to MARS.
2. Reconcile lab test results and x-ray reading to assure the posting of all results.
3. Maintain register of authorized medical personnel and maintain internal data security files to assure data integrity.
4. Provide support to users by answering user questions and resolving data and software problems.
5. Assist in the continuing education for sites by providing inservice training.
6. Audit data files to ensure adherence to MARS utilization.
7. Create specific data query reports for regional office and Missouri sites.
8. Provide support to the Department of Corrections in the training of personnel of MARS utilization.

TITLE: **MANAGER: SYSTEMS AND SUPPORT**

PAGE 2 OF 2

9. Provide system analysis and feasibility reports to DOC for MARS enhancements and modifications.
10. Provide support in the utilization of office automation tools.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS MANAGER:
SYSTEMS AND SUPPORT JOB DESCRIPTION.

MANAGER: SYSTEMS AND SUPPORT

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: RADIOLOGY TECHNICIAN**PAGE 1 OF 2****POSITION**

REQUIREMENT: A registered radiology technician with a minimum of one (1) year experience in radiology. Must receive a satisfactory background investigation report.

ACCOUNTABLE TO: Administrator

ACCOUNTABLE FOR: Non-Supervisory position.

POSITION

SUMMARY: Performs/develops radiological studies as ordered and within capability of the facility.

**PERFORMANCE
EXPECTATIONS:**

1. Maintain a working knowledge of radiation and electrical hazards to prevent exposure of inmates and staff.
2. Schedule inmates for x-rays ordered by physician, including outside services when required.
3. Insure proper positioning of inmate and exposure/development of film for proper diagnosis.
4. Schedule new hires and present staff for exams as ordered by physician.
5. Assist physician in performing studies as requested.
6. Assist staff in proper utilization of dental x-ray unit.
7. Maintain accurate, identifiable filing and recording of films and reports.
8. Prepare and maintain chemicals for developing process.
9. Check and maintain equipment in clean, proper, safe working order.

TITLE: RADIOLOGY TECHNICIAN

PAGE 2 OF 2

10. Report any malfunction, take appropriate safety steps and schedule outside services as required.
11. Complete required reports, requisition supplies and replacement parts, schedule routine services.
12. Develop and update departmental policies and procedures.
13. Coordinate schedule with other activities to promote efficient services.
14. Report any unusual occurrences or accidents to the Health Services Administrator.
15. Insure compliance with state and federal safety and inspection requirements.
16. Participate in inservice education.
17. Maintain proper dress code and administrative rules compliance.
18. Utilize Universal Precautions.
19. Submit monthly report on department activities at the Medical Audit Committee meeting.
20. Perform other duties as required or assigned.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS RADIOLOGY
TECHNICIAN JOB DESCRIPTION

RADIOLOGY TECHNICIAN

DATE

TITLE: ADMINISTRATIVE ASSISTANT**PAGE 2 OF 3**

- c. Compile projects and reports from other health care staff as assigned by the Regional Administrator.
 - d. Responsible for obtaining approval of purchase orders originated by the site which report directly to this office.
 - e. Responsible for keeping tract of the number of hospital days on a daily basis and updating the board.
 - f. Responsible for abstracting the monthly health services report to obtain performance markers used in assessing contract performance.
 - g. Responsible for approval of bills which come into this office and are associated with operation of this region and office, and end of month accruals.
 - h. Responsible for ensuring completion of new hire paperwork at sites.
3. Classify and file all documents to be maintained in the office in a retrievable system.
4. Schedule meetings, appointments and work assignments to meet or exceed deadlines.
- a. Schedule meetings and appointments as assigned and notify those attending.
 - b. Schedule contract physician hours as requested by the Medical Director.
 - c. Prepare calendar to reflect scheduled events as necessary.
5. Communicate effectively and demonstrate respect, concern and courtesy in all interpersonal communications.
- a. Protect confidentiality of information in written and verbal communications.
 - b. Facilitate communication between the Regional Administrator and other health care personnel by providing information concerning procedures, reports, directives and instructions in an accurate, concise and timely manner.

TITLE: ADMINISTRATIVE ASSISTANT

PAGE 3 OF 3

- c. Interact with correctional staff positively and cooperatively.
 - d. Responsible for interface with CMS central office to answer questions for clients, vendors, employees, etc.
6. Maintain skills and continue professional development to enhance the operations and image of the organization.
- a. Attend in-service and continuing education to obtain and maintain skills as appropriate.
 - b. Support the change process to improve the organization and the health care unit.
 - c. Accept assignments and extra duties with flexibility and willingness to participate in activities that help the health care unit meet its goal.
 - d. Travel to sites to perform duties as needed, i.e., help with start-ups, take meeting notes, or as deemed necessary by the Regional Administrator.
7. Adhere to personnel policies to enhance the operation of the health care unit.
- a. Adhere to attendance policy.
 - b. Report to work at designated time.
 - c. Adhere to security policies.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS ADMINISTRATIVE ASSISTANT JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

DATE

CORRECTIONAL MEDICAL SERVICES

JOB DESCRIPTION

TITLE: STATE DIRECTOR OF NURSING**PAGE 1 OF 2**

REPORTS TO:

- (1) REGIONAL MEDICAL DIRECTOR
- (2) REGIONAL MANAGER

SUPERVISES: NONE

GENERAL DUTIES:

The State DON will coordinate clinical aspects of their duties with the Regional Medical Director. Administrative duties will be coordinated with the Regional Manager.

The State DON serves as coordinator/liaison of nursing services between and among the Missouri Regional Office, CMS Central Office, and the Missouri Department of Corrections Division of Offender Rehabilitative Services. Also, the State DON provides the Regional Office resource for providing consultation, nursing operational support, and coordination of nursing functions in support of the inmate health care delivery system throughout the Missouri Region.

SPECIFIC RESPONSIBILITIES:

1. Standardize Missouri/CMS nursing orientation program.
2. Ensure policy and procedure compliance.
3. Audit nursing functions.
4. Monitor comprehensive quality assurance program at all sites.
5. Standardize infection control surveillance plans and insure compliance at each site.
6. Participate in accreditation preparation.
7. Plan and coordinate in-service education programming.
8. Provide ongoing monitoring of TB screening program.
9. Review of nursing related expenditures.
10. Statistical analysis and review of health care delivery.

TITLE: STATE DIRECTOR OF NURSING

PAGE 2 OF 2

11. Determine improvements required in nursing system and make recommendations to Regional Medical Director.
12. Participate in health services planning process for the State.
13. Assist with marketing of CMS contract services as requested.
14. Meet with client representatives on a regular basis to affect the liaison of services among contracted institutions.
15. Assist in recruitment and ensure orientation of nursing personnel.
16. Attend staff and administrative meetings as requested.
17. Obtain ACLS instructor certification within six months of initiation of job responsibilities.
18. Establish regular ACLS training courses for physicians and nurses throughout the State.
19. Develop a certification IV nurse training program for LPN's and establish regular training courses throughout the State.
20. Other duties as assigned.

QUALIFICATIONS:

A Registered Nurse licensed in the State of Missouri, three years management experience in health care environment, nursing experience in acute care ambulatory setting, satisfactory background investigation. A master's degree in nursing sciences is preferred, or a BSN with appropriate experience may be substituted for the master's degree requirement.

I HAVE READ AND ACKNOWLEDGE FULL UNDERSTANDING OF THIS STATE DIRECTOR OF NURSING JOB DESCRIPTION.


STATE DIRECTOR OF NURSING

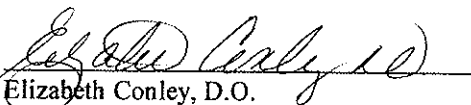
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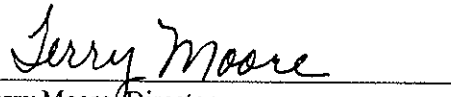
MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL

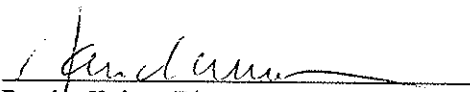
IS11-22 Medical Unit Offender
Workers

Effective Date: **March 16, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

- *****
- I. **Purpose:** This procedure has been developed to restrict the use of offender workers in health service areas to nonpatient duties.
- A. **AUTHORITY:** 217.175, 217.320 RSMo, National Commission on Correctional Health Care Standards for Health Services in Prisons, 2003.
- B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.
- C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. **DEFINITION:**

None.

III. **PROCEDURES:**

- A. Offender workers may only perform janitorial services. Duties shall not include:
1. removal of infectious medical waste.
 2. performing direct patient care services,
 3. scheduling health care appointments,
 4. distributing or collecting health services requests,
 5. determining access of other offenders to health care, and
 6. handling or having access to :
 - a. surgical instruments,

Effective Date:

March 16, 2006

- b. syringes,
- c. needles,
- d. medications,
- e. medical records, and
- f. handling of biohazardous/infectious waste.

- B. Offender workers should be directly supervised by the assigned custody staff with assistance and input from the health services staff.
 - 1. The health services administrator shall develop a job description and cleaning schedule for offender workers in the medical unit.
 - 2. Offender workers shall review/sign the job description and cleaning schedule prior to working in medical.
- C. Offender workers should not be assigned to the health services unit for more than 90 consecutive calendar days.
 - 1. The health services administrator should monitor assignments and advise classification staff of the need for assignment changes.
 - 2. The health services administrator/designee should contact their facility's superintendent/designee for assignment of offender workers for the health services area.
 - 3. Offenders may not be present in the area while a clinic visit of another offender is occurring that might pose a patient confidentiality concern.
- D. The health services administrator shall develop a job description and cleaning schedule for offender workers in the medical unit.
 - 1. Offender workers shall review/sign a job description and cleaning schedule prior to working in medical.

IV. ATTACHMENTS

None.

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-06 Inmate Workers- *essential*.
- B. IS18-2.1 Institutional Work Programs

VI. HISTORY: This procedure was originally covered by IS11-25 Inmate Workers and IS11-25.1 Inmate Workers Procedure, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

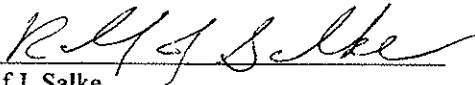
- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: **March 16, 2006**

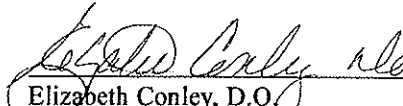
**MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL**

IS11-21

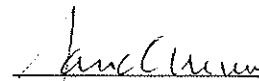
Medication Administration Training
for Licensed Health Services Staff

Effective Date: **March 16, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

I. Purpose: This procedure has been developed to ensure health care staff are trained in a timely manner and qualified to administer and document medication in a safe manner in the correctional environment.

A. **AUTHORITY:** 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.

B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.

C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. DEFINITION:

None.

III. PROCEDURES:

A. The health services administrator should arrange orientation for each licensed staff member on medication administration and documentation issues within 30 days of the staff member beginning employment. Training should include matters of security pertaining to medication administration in the specific institution.

B. The health services administrator should arrange with the institutional chief of mental health services for mental health staff to provide annual in-service training for nursing staff on medications commonly used in mental health treatment.

C. Documentation of training should be included in the staff member's personnel file.

Effective Date: **March 16, 2006**

D. Training should include, but not limited to:

1. drugs used within the institution, including their action and possible side effects and current reference material will be readily available in the health care unit;
2. security matters inherent in the administration of medications in a correctional environment;
3. accountability for administering medications in a timely manner according to physician orders;
4. the proper method of documenting medication administration;
5. completing the administration of medications in a timely and efficient manner; and
6. accountability for proper inventory of medications and proper disposition of syringes and needles.

E. The training curriculum should be reviewed annually during December and updated by the health services administrator/designee as appropriate.

IV. ATTACHMENTS

None.

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-05 Medication Administration – *essential*, P-D-01 Pharmaceutical Operations – *essential*.
- B. IS11-27.1 Formulary
- C. IS11-27.2 Procurement/Dispensing of Pharmaceuticals
- D. IS11-27.3 Disposal of Unused or Expired Medications
- E. IS11-27.4 Storage of Pharmaceuticals
- F. IS11-27.5 Medication Administration
- G. IS11-27.6 Prescribing Authority and Stop Dates
- H. IS11-27.7 Transcription of Medication and Telephone or Verbal Orders
- I. IS11-27.8 Medication Administration Record - MAR
- J. IS11-27.9 Medication Errors
- K. IS11-27.10 Psychotropic Medication
- L. IS11-27.11 Monitoring of Psychotropic Medication
- M. IS11-27.12 Documentation of Scheduled/Controlled Medication
- N. IS11-27.13 Medication Room Inspections
- O. IS11-27.14 Discharge Medication-FRDC/Biggs Correctional Treatment Unit


VI. HISTORY: This procedure was originally covered by IS11-24 Medication Administration Training For Licensed Health Services Staff and IS11-24.1 Medication Administration Training for Licensed Health Services Staff, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

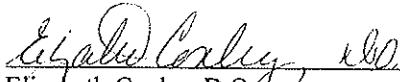
- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: **March 16, 2006**

**MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL**

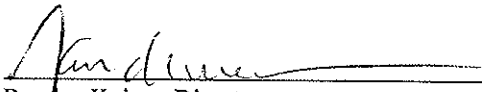
IS11-21.1 Medication Administration
Training for Non-Licensed Staff

Effective Date: **March 24, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

- I. **Purpose:** This procedure was initially developed to ensure nonlicensed staff who may assist in the medication distribution receive appropriate training.
- A. **AUTHORITY:** 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.
- B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.
- C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.
- II. **DEFINITION:**
- None.
- III. **PROCEDURES:**
- A. As outlined within the national commission on correctional health care nonlicensed staff with appropriate training may distribute medication, however it is the determination of the assistant division director nonlicensed staff will not issue medication.
- B. Nonlicensed staff will not administer or assist in the distribution of any prescribed or over-the-counter medications within the contracted health services facilities within the department of corrections.

Effective Date: **March 24, 2006**

IV. ATTACHMENTS

None.

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-05 Medication Administration Training – *essential*.


VI. HISTORY: This procedure was originally covered by IS11-24 Medication Administration Training For Nonlicensed Health Services Staff, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

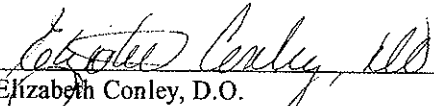
- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: **March 24, 2006**


**MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL**

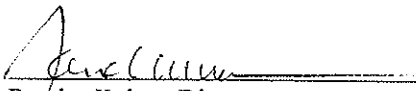
IS11-20 Training for Correctional
 Officers

Effective Date: **March 16, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

I. Purpose: This procedure has been developed to ensure correctional staff are made aware of potential emergencies, appropriate responses to life-threatening situations, and early recognition of acute illness or injury.

A. AUTHORITY: 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.

B. APPLICABILITY: All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.

C. SCOPE: Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. DEFINITION:

None.

III. PROCEDURES:

A. A health-related training program, developed and approved by the health services administrator, medical director, mental health director and the superintendent should be provided for corrections officers. Training should include, but not be limited to:

1. administering first aid,
2. recognizing the need for emergency care in life-threatening situations (e.g., heart attack, asthma),
3. recognizing acute manifestations of certain chronic illnesses (e.g., seizures, intoxication and withdrawal and adverse reactions to medication),
4. recognizing signs and symptoms of mental illness,

Effective Date: **March 16, 2006**

5. suicide prevention and intervention,
 6. procedures for appropriate referral for health complaints,
 7. precautions and procedures with respect to infectious and communicable disease and
 8. cardiopulmonary resuscitation.
- B. Health services staff shall assist with training sessions as requested by the training officers of the institution and in accordance with D2-12.4 Staff Training.
- C. Documentation of training should be recorded and maintained in files by the institutional training officer.
- D. At any period, a substantial portion of the correctional staff present on each shift (75% or more) will have had health training within the previous 2-year period.
- E. Corrections officer health related training should be reported on a monthly basis to the health services administrator.

IV. ATTACHMENTS

None

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-04 Training for Correctional Officers – *essential*.
- B. D2-12.4 Staff Training
- C. IS11-20.1 CPR Training

VI. **HISTORY:** This procedure was originally covered by IS11-23 Training For Correctional Officers and IS11-23.1 Training for Correctional Officers Procedure located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: **March 16, 2006**

MATT BLUNT

Governor

LARRY CRAWFORD

Director



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P.O. Box 236

Jefferson City, Missouri 65102

Telephone: 573-751-2389

Fax: 573-751-4099

TDD Available

State of Missouri
DEPARTMENT OF CORRECTIONS

Ad Excelleum Conamur - "We Strive Towards Excellence"

OFFICE OF INSPECTOR GENERAL

Compliance Unit

M e m o r a n d u m

DATE: February 16, 2006

TO: Institutional Services Policy and Procedure Manual Holders

Sheila A. Scott

FROM: Sheila A. Scott, Administrative Analyst III

SUBJECT: IS11-20 Training for Correctional Officers
IS11-20.1 CPR Training
IS11-21 Medication Administration Training for
Licensed Health Services Staff
IS11-22 Medical Unit Offender Workers
IS11-23 Position Descriptions
IS11-24 Staffing Levels
IS11-25 Orientation for Health Services Staff
IS11-26 Continuing Education of Health Services
Administrative and Support Staff

Attached are approved policies and procedure for Chapter 11 of the Institutional Services Procedures Manual which are scheduled to go into effect on March 16, 2006.

Please review these policies and procedure and place appropriately in your manual.

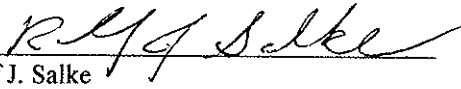
Thank you.


SAS:vf

**MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL**

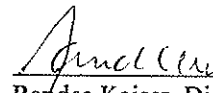
IS11-20.1 CPR Training

Effective Date: **March 16, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

- I. Purpose:** This procedure has been developed to ensure all health service providers and institutional security staff officers are certified and trained in cardiopulmonary resuscitation.
- A. AUTHORITY:** 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.
- B. APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.
- C. SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.
- II. DEFINITION:**
- A. CPR:** Cardiopulmonary Resuscitation: the act of performing manual chest compressions and rescue breathing for an individual that is not breathing and is without a heart beat.
- III. PROCEDURES:**
- A.** An initial and on-going approved training program in CPR should be provided for all health care personnel providing direct offender care or supervision.
- 1.** All licensed and healthcare staff will maintain current CPR training/certification.
- B.** At least 70% of the custody staff should have current certification at all times.
- C.** CPR shall be repeated at intervals recommended by the American Heart Association or the American Red Cross.

Effective Date:

March 16, 2006

- D. The CPR training program will be conducted by an individual (CMS employee, department employee, or outside individual) with a current instructor's certificate from an approved organization on an annual basis.
- E. An outline of the course content, length of course, dates, training is offered and a list of course participants should be on file in the health services unit for health services personnel and the institutional training office for custody staff.
- F. The health services administrator/designee should coordinate cardiopulmonary resuscitation training for health care staff.
- G. A copy of each health service employee's cardiopulmonary resuscitation training/certification shall be maintained in the employee's training file.

IV. ATTACHMENTS

- A. None

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-01 Credentialing – *essential*, P-C-03 Continuing Education for Health Care Professionals – *essential*, P-C-04 Training for Correctional Officers – *essential*.
- B. D2-12.4 Staff Training
- C. IS11-19 Continuing Education for Qualified Health Care Professionals

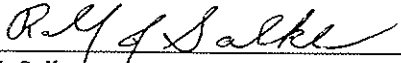
VI. HISTORY: This procedure was originally covered by IS11-23.2 CPR Training Procedure, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.


- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: March 16, 2006

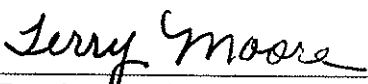
MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL

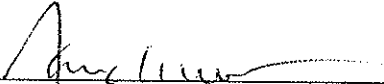
IS11-19 Continuing Education for
Qualified Health Care
Professionals

Effective Date: **February 27, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

- *****
- I. **Purpose:** This procedure has been developed to ensure health care staff has access to and participate in continuing education appropriate to their position.
- A. **AUTHORITY:** 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.
- B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.
- C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.
- II. **DEFINITION:**
- None.
- III. **PROCEDURES:**
- A. The health services administrator/designee will have access to Correctional Medical Services approved training modules for continuing education credits.
- B. The health services administrator should develop a 12-month Training Calendar - Medical (Attachment A) and should solicit staff input for selection of topics.
1. A training topic should be posted at least 30 days in advance of the training date.

Effective Date: February 27, 2006

2. A copy of an annual training calendar – medical should be distributed to the institutional training officer by January 31.
- C. Training attendance should be documented on the Continuing Education Attendance List (Attachment B). These lists should be maintained in a centralized training file or employee personnel file.
- D. Training sessions completed for the month should be reported at Medical Audit Committee Meetings utilizing Training Report-Medical (Attachment C).
 1. A copy of the monthly training report should be distributed to the institutional training officer within 30 days of completed training.
- E. At a minimum, 12 hours of continuing education should be provided to full time health services staff annually.
 1. Hours for part-time staff who are regular on-going providers of health care should be prorated based on the full-time equivalency.
 2. Training should address medical and other needs of the incarcerated population and administrative issues necessary to work in the correctional environment.
- F. A CMS Training File Checklist (Attachment D) should be maintained for each employee.
- G. All health services staff having patient contact should maintain current CPR certification in accordance with IS11-18 Credentialing and IS11-20.1 CPR Training.
- H. Relevant medical reference books and audiovisual tapes should be available for health care staff.

IV. ATTACHMENTS

- | | | |
|----|----------|--|
| A. | 931-3801 | Training Calendar-Medical |
| B. | 931-3802 | Continuing Education Attendance List-Medical |
| C. | 931-3804 | Training Report-Medical |
| D. | | CMS Training File Checklist |

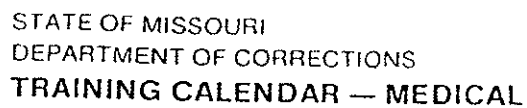
V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-03 Continuing Education for Qualified Health Care Professionals – *essential*
- B. IS11-18 Credentialing
- C. IS11-20.1 CPR Training
- D. IS11-21 Medication Administration Training for Licensed Health Services Staff
- E. IS11-21.1 Medication Administration Training for Non-Licensed Staff

Effective Date: February 27, 2006

VI. **HISTORY:** This procedure was originally covered by IS11-22 Continuing Education For Health Services Staff and IS11-22.1 Continuing Education for Health Services Staff Procedure located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

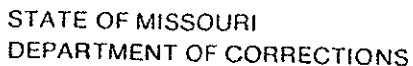
- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: February 27, 2006



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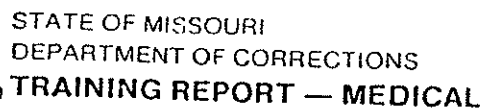
8. DATE OF NURSING SIGNATURE



CONTINUING EDUCATION ATTENDANCE LIST — MEDICAL

MC 931-3802 (9-94)

DISTRIBUTION: WHITE - MEDICAL UNIT CANARY - STATE DIRECTOR OF NURSING PINK - TRAINING OFFICER



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS

MONTH: YEAR:

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DATE _____

TRAINING TITLE

PRESENTER

NUMBER OF ATTENDEES

EDUC OF NURSING SIGNATURE

Page ____ of ____



Correctional Medical Services
All Clinical Employees
Training File Checklist

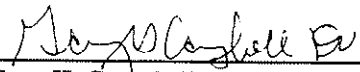
Employee Name												
	Clinical Orientation Due Within 30 Days of Hire Date											
	Alcohol Withdrawal											
	Ancillary Health Services											
	Assessment Protocols											
	Calling A Physician											
	Chronic Illness											
	Controlled Drug Documentation & Accountability											
	Documentation & Medical Records											
	Emergency Care											
	Infirmary Care											
	Intake Health Screening & Transfers											
	Medication Administration & Documentation											
	Physical Exams & TB Skin Testing											
	Segregation & Special Housing											
	Sharps Safety											
	Sick Call											
	Situations Requiring Special Procedures											
	Suicide Prevention & Mental Health Services											
	Tool & Sharp Control											
	Utilization Management											

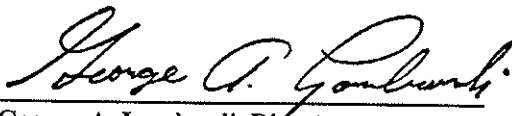
MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL


IS11-18 Credentialing (Essential)

Effective Date: October 15, 1999


Ralf J. Salke
CMS Regional Manager


Gary H. Campbell, D.O.
CMS Regional Medical Director


George A. Lombardi, Director
Division of Adult Institutions


R. Dale Riley, Director
Division of Offender Rehabilitative
Services

I. **Purpose:** This procedure ensures that qualified health care and mental health care personnel meet state requirements for licensing, certification and/or registration at all times.

A. **AUTHORITY:** 217.040, 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 1997

B. **APPLICABILITY:** Standard Operating Procedure (SOP) specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional medical providers, and the superintendent/designee.

C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. **DEFINITION:**

A. **Certification:** Documentation that an individual has received training and can perform a specified task without direct supervision.

B. **Licensure:** Documentation that an individual has been issued a license under Missouri law to perform specific job functions according to their field of training.

III. **PROCEDURES:**

A. All dentists, optometrists, pharmacists, physicians, licensed practical nurses, registered nurses, psychologists, physician assistants, nurse practitioners, radiology technicians, and others required to be certified or licensed by the State of Missouri shall maintain current licensure/certification in order to practice in the department.

1. Those individuals who allow licensure or certification to lapse will not practice in the department until such a time that license/certification is re-instated and current.

Effective Date: October 15, 1999

2. Individuals, who have actions taken against their license/certification after hire, shall notify the health services administrator prior to working another shift. The health service administrator shall notify CMS regional office and the department contract monitoring team, by the next business day after receiving the information.
- B. Licensing, certification and/or registration requirements should be included in all job descriptions.
- C. Physician and dental applicants should provide information concerning DEA/BNDD certification number and state narcotic number. Credentialing verification should be part of the individual personnel file.
- D. Verification of current license should be maintained on file in the health services unit and documented on the Personnel File Requirements Checklist (Attachment A). Verification may consist of credentials for currently employed personnel, or personal observation of the document by an authenticating employee or similar means.
- E. It will be the responsibility of the employee to provide a copy of the new license when received. Copy of the license, certification, and/or registration should be placed in the employee's personnel file maintained on the health services unit.
- F. Renewed licensing, certification, and/or registration should be reviewed annually. If new license has been issued, a copy should be replaced in the employee's personnel file.

IV. ATTACHMENTS

- A. Personnel File Requirements Checklist.

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 1997. P-18.

VI. HISTORY: This policy was originally covered by IS11-18, located in the Missouri Department of Corrections Institutional Policy and Procedures Manual; Original Rule Effective: August 15, 1994

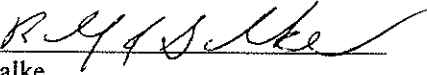
- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999

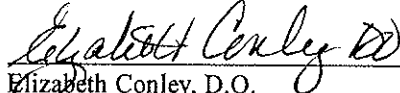
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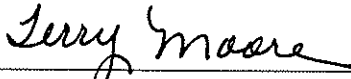
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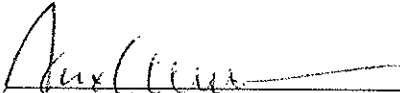
IS11-17 Ectoparasite Control

Effective Date: **February 27, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

I. **Purpose:** This procedure has been developed to insure and outline the treatment and prevention of the spread of ectoparasites.

A. **AUTHORITY:** 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.

B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.

C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. **DEFINITION:**

A. **Ectoparasites:** An organism, which lives on the outside of the body.

B. **Pediculosis:** Infestation of body lice (small insects that live and grow in warm hairy areas of the body).

C. **Scabies:** A contagious skin disease caused by the itch mite.

III. **PROCEDURES:**

A. Offenders should be screened for ectoparasites at the time of admission to the institution.

B. Treatment should be carried out on an individual basis as ordered by the physician.

C. Treatment should not be initiated on female offenders until pregnancy is ruled out.

1. If the offender is pregnant, the physician must determine the course of treatment.

Effective Date:

February 27, 2006

2. In addition, any offender with open sores or rashes should be examined by a physician prior to any treatment being initiated.
- D. Offenders should be provided with health care education material about pediculosis when infected.
- E. If an infestation of ectoparasites is identified, the offender should be bathed/showered and appropriate treatment provided.
1. The offender will be provided instructions as to continued treatment and hygiene.
 2. Treatment for pediculosis and subsequent "combing of hair" must occur in the shower and treatment area.
- F. Offenders should not return to their bed assignment after treatment until checked and cleared by health service staff.
- G. Material on offender education: "Crabs" (Pediculosis or Lice) (Attachment A) should be reviewed with the offender, when she/he is diagnosed.
- H. Personal clothing and bedding of infested offenders should be sprayed with insecticide specified by the health care staff.
1. These articles should be placed in a dissolving plastic bag, securely tied closed and sent to the laundry.
 2. The laundry department should be notified prior to sending the infected items.
 3. The offender shall be issued appropriate clothing to wear while their personal clothing is being washed.
- I. The offender's cubical or living area should be cleaned and disinfected.
- J. The offender's mattress should be disinfected by the safety manager.
1. A cloth mattress should be treated and placed in a bag and not used for minimum of 30 days.
- K. If the offender has a roommate, the roommate should also be examined.
- L. Other rooms in the same area should be examined based on contact patterns and facility design.
- M. The offender should be examined for ectoparasites at 7 days and retreated if necessary or as indicated by the product manufacturer or responsible physician.
- N. Missouri Department of Health rules regarding reporting are to be followed. (Ref. MO DOH Communicable Disease Manual).

IV. ATTACHMENTS

- A. Offender Education "Crabs" (Pediculosis or Lice)

Effective Date:

February 27, 2006

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-B-04 Ectoparasite Control – *important*.
- B. Missouri Department of Health Communicable Diseases Manual

VI. HISTORY: This procedure was originally covered by IS11-17 Ectoparasite Control and IS11-17.1 Ectoparasite Control Procedure located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: **February 27, 2006**

Patient Education

"CRABS" (PEDICULOSIS OR LICE)

WHAT ARE LICE?

Lice are small insects that live and grow in the clothing and warm hairy areas of the body such as armpits, rectal area. They are dirty-white to gray in color. They attach themselves to the hairs near the skin where they lay and "glue" their eggs (also called nits) to the hair strand.

The eggs (nits) hatch in approximately one week. These new lice are able to bite and irritate your skin and attach new eggs to hair strands.

WHAT PROBLEMS CAN LICE CAUSE?

Lice live by biting and sucking blood through the skin. Their bites can cause itching, and scratching can cause infection.

HOW DO I KNOW IF I HAVE LICE?

Itching almost always occurs when you have lice. Occasionally there may be no symptoms but you may see the lice or eggs (nits) on hairs. Lice commonly occur on your head or pubic hair. They can occur on other hairy parts of your body. It is hard to see the lice, but easier to see the nits on the hair.

HOW ARE LICE SPREAD?

Head and body lice can be spread by sharing hairbrushes, caps, scarves, sheets or any article that come in contact with the lice or nits. Pubic lice can be spread through sexual contact, sharing pants and underwear, and sharing towels and sheets.

HOW ARE LICE TREATED?

1. You should use the medication that you are given. The way to use the medicine is on the label. Use the comb to remove nits and lice.
2. Don't get the medication in your eyes or mouth. Do not use on eyebrows.
3. Put on clean clothes after you use the medication. Your clothes and sheets should be washed in hot water as soon as possible.

The medication kills the lice, but may not kill all the eggs (nits). If you continue to have problems the medical staff will check to see if you need to use the medicine again in one week.

The following are signs that infection may be starting:

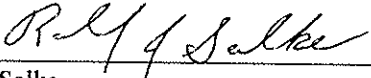
- Increased redness
- Increased swelling
- Pus formation
- Yellow or green drainage
- Heat
- Red streaks
- Increased pain

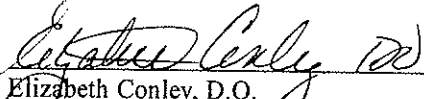
If you experience any of these signs, return to sick call.

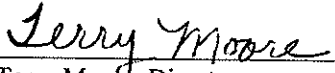
MISSOURI DEPARTMENT OF CORRECTIONS
INSTITUTIONAL SERVICES
POLICY AND PROCEDURE MANUAL

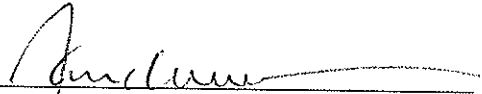
IS11-16.2 Food Service Workers

Effective Date: February 27, 2006


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

- I. **Purpose:** This procedure has been developed to assist institutional staff with ensuring that offender food service workers are free from disease transmissible by food or utensils and educated on appropriate hygiene practice regarding food service.
- A. **AUTHORITY:** 217.175, 217.320 RSMo, NCCHC Standards for Health Services in Prisons, 2003.
- B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.
- C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.
- II. **DEFINITION:**
- None
- III. **PROCEDURES:**
- A. All offenders, newly received or received upon transfer, should be reviewed by health staff for food service clearance.
- B. A list of offenders needing medical clearance to be a food service worker should be provided to the health services administrator/designee by classification staff as soon as possible to allow for necessary scheduling of a medical appointment as may be indicated.
- C. The offender's medical record should be reviewed for history of active Hepatitis A or other infectious diseases, which could be spread by the handling of food.

1. If present, the responsible physician should review the record to determine if the offender should be excluded from a food service assignment.
 2. The following criteria shall exclude an offender from food handler status:
 - a. active Hepatitis A,
 - b. chronic diarrhea of unknown cause, or
 - c. open, unhealed infected skin lesions/rash.
 3. The offender should be scheduled for a medical evaluation for any of the above in accordance with III. C.2.a.b.c.
- D. The offender should be examined for signs of skin infection and signs/symptoms of upper respiratory illness.
1. The offender should be questioned regarding history of hepatitis and diarrhea and the Food Service Medical Clearance form (Attachment A) should be completed.
 2. If cleared to work in food service, the Health Education Food Service Worker Guidelines form (Attachment B) should be completed and forwarded to the offender's classification staff.
 3. The offender should be provided education by the nursing staff using the Health Education Food Service Worker Guidelines.
- E. Evaluation and disposition should be documented in the offender's medical record utilizing the medical accountability record system.
- F. Pre-scheduled screening of food service workers should be consistent with the requirements of the local health department.
- G. Food service workers should received follow-up education as necessary in hand washing and other aspects of sanitary food handling by the food service manager/designee.
- H. Food service workers who become ill at work should be relieved of duties and sent to the health services unit for prompt evaluation and possible relief from duty.
- I. Using observation and verbal communication, food service workers should be checked daily by the food service manager/designee to ensure they are free from diarrhea, skin lesions or rashes and other communicable diseases spread by food handling.
- J. Food service workers should be regularly monitored while working food service duties using observation by the food service manager/designee for proper hygiene and work habits (e.g., appropriate head and hand coverings, improper contact of contaminated items while in food preparation areas).

IV. ATTACHMENTS

- | | | |
|----|----------|---|
| A. | 931-3720 | Food Service Medical Clearance |
| B. | 931-3805 | Health Education Food Service Worker Guidelines |

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-B-03 Kitchen Sanitation and Food Handlers – *important*.

Effective Date:

February 27, 2006

VI. HISTORY: This procedure was originally covered by IS11-16.2 Food Service Worker Procedure located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective: August 15, 1994.

- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: February 27, 2006



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
FOOD SERVICE MEDICAL CLEARANCE

DOC NUMBER	INMATE NAME
DATE	NAME OF INSTITUTION
APPROVED FOR FOOD SERVICE? <input type="checkbox"/> YES <input type="checkbox"/> NO	
DATE REVIEWED	
INSTITUTION	
COMMENTS	
MEDICAL STAFF SIGNATURE	

MO 931-3720 (11-93)



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
FOOD SERVICE MEDICAL CLEARANCE

DOC NUMBER	INMATE NAME
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APPROVED FOR FOOD SERVICE? <input type="checkbox"/> YES <input type="checkbox"/> NO	
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MO 931-3720 (11-93)



STATE OF MISSOURI
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FOOD SERVICE MEDICAL CLEARANCE

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DATE REVIEWED	
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STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
FOOD SERVICE MEDICAL CLEARANCE

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MEDICAL STAFF SIGNATURE	



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
HEALTH EDUCATION FOOD SERVICE WORKER GUIDELINES

HAIRNETS

1. Put hairnet on before washing hands.
2. Be sure to include all hair, especially bangs on the front of the head.
3. Do not touch hair or hairnet

HANDWASHING

1. Turn warm water on.
2. Wet hands.
3. Lather hands with soap. Scrub at least 30 seconds.
4. Rinse off bar of soap. Replace in soap dish.
5. Rinse hands.
6. Dry hands with paper towels.
7. Turn faucet off with paper towels.

SICKNESS

Tell food service staff if you feel ill, or if you have diarrhea or a rash.

I have received education on handwashing and personal hygiene, and I understand the need for both, especially when handling food on food service assignment.

INMATE SIGNATURE

DATE

NURSE SIGNATURE

DATE

MO 931-3805 (9-94)

DISTRIBUTION: WHITE - MEDICAL FILE CANARY - INMATE PINK - FOOD SERVICE SUPERVISOR



STATE OF MISSOURI
DEPARTMENT OF CORRECTIONS
HEALTH EDUCATION FOOD SERVICE WORKER GUIDELINES

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INMATE SIGNATURE

DATE

NURSE SIGNATURE

DATE

MO 931-3805


DISTRIBUTION: WHITE - MEDICAL FILE CANARY - INMATE PINK - FOOD SERVICE SUPERVISOR

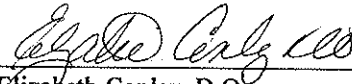
**MISSOURI DEPARTMENT OF CORRECTIONS
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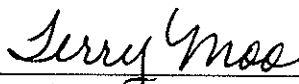
IS11-26

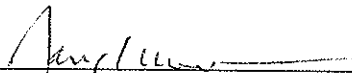
Continuing Education of Health
Services Administrative and Support Staff

Effective Date: **March 16, 2006**


Ralf J. Salke
Vice President of Operations


Elizabeth Conley, D.O.
Regional Medical Director


Terry Moore, Director
Division of Adult Institutions


Randee Kaiser, Director
Division of Offender Rehabilitative
Services

I. Purpose: This procedure has been developed to ensure all health service administrative staff receive at least 12 hours of continuing education annually that is appropriate to their position.

- A. **AUTHORITY:** 217.175, 217.320 RSMo, National Commission on Correctional Healthcare Standards for Health Services in Prisons, 2003.
- B. **APPLICABILITY:** All offenders and staff in a correctional center and institutional treatment center under the jurisdiction of the Division of Adult Institution or Division of Offender Rehabilitative Services. Standard Operating Procedure specific to provision of health services procedures at the institution should be developed by the health services administrator in consultation with the medical director, other professional health providers, and the superintendent/designee.
- C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff actions.

II. DEFINITION:

None.

III. PROCEDURES:

- A. Health services administrative and support staff shall have same access to continuing education as afforded to licensed health care professionals as approved in IS11-19 Continuing Education for Qualified Health Care Professionals.
- B. Planning, performing, and reporting of continuing education shall be as outlined in IS11-19 Continuing Education for Qualified Health Care Professionals.
- C. For each staff member, documentation of training should include a list of courses attended, the dates, and the number of hours.

Effective Date:

March 16, 2006

IV. ATTACHMENTS

None.

V. REFERENCES:

- A. National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-C-03 Continuing Education for Qualified Health Care Professionals – *essential*.
- B. IS11-19 Continuing Education for Qualified Health Care Professionals

VI. HISTORY: This procedure was originally covered by IS11-22 Continuing Education For Health Services Staff and IS22.1 Continuing Education for Health Services Staff Procedure, located in the Missouri Department of Corrections Institutional Services Policy and Procedures Manual; Original Rule Effective August 15, 1994.

- A. Original Effective Date: August 15, 1994
- B. Revised Effective Date: October 15, 1999
- C. Revised Effective Date: March 16, 2006